

## SMS-0385-20 Equality Impact Assessment Guidance (DIA) *This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXXXXX**

**[GWR DIA Author Name (Promoter)] XXXXXXXX / XXXXXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Barnstaple**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

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# 1. Project / Change Scope

## Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Barnstaple is an Appendix A station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 06:15 to 17:50 Mon to Sat & 09:20 to 16:40 on Sunday. This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Barnstaple has had 1,650 amount of Passenger Assist requests between 01/04/2022 and 31/03/2023 of which 394 were turn up and go.

The proposed changes can be divided into two activities:

- I. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- II. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing.

Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Located on the edge of the city centre with a 10 minute walk to the town centre.

## **Timescale**

Dependent on agreement with all relevant parties.

## **2. Evidence**

### **Current Business Practices**

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

### **Policies, Procedures and Requirements**

#### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Barnstaple is the largest town in North Devon with an ageing population. Many students travel from Barnstaple to Exeter alongside commuters. Reliable bus links in the area allow tourists to travel in from the surrounding coastal resorts of Bideford, Croyde and Ilfracombe. Cycle hire is available from the station for the nearby Tarka Trail on the old railway to Instow and Fremington.

## Local Plans

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups. At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

## Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

### 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and</p>

		the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
1. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
2. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>



		Passenger Assistance will not be affected by these changes.
3. Pregnancy / Maternity	N	This will not impact this protected characteristic
4. Race	N	This will not impact this protected characteristic
5. Religion / Belief	N	This will not impact this protected characteristic
6. Gender	N	This will not impact this protected characteristic
7. Sexual Orientation	N	This will not impact this protected characteristic
8. Marriage / Civil Partnership	N	This will not impact this protected characteristic
9. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours								
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun			
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50		06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00		07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35		07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30		06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50		07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15		06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00		07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00		--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30		07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20		06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30		07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40		07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30		08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30		--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00		07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50		07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15		07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25		07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15		--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00		06:30	12:50	--:--	--:--



Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri		Sat		Sun		Mon-Fri		Sat		Sun						
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – Central Region**

**[Station] Bath Spa**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Bath Spa is an Appendix B station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of Sunday 07.30-20.30, Monday – Friday 06.30-19.30, Saturday 07.00-20.00. This station has 6 TVMs where staff will be available to assist customers with purchasing tickets and to offer assistance. Bath Spa has had 4117 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- III. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- IV. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Bath Spa

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self-service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

### Policies, Procedures and Requirements

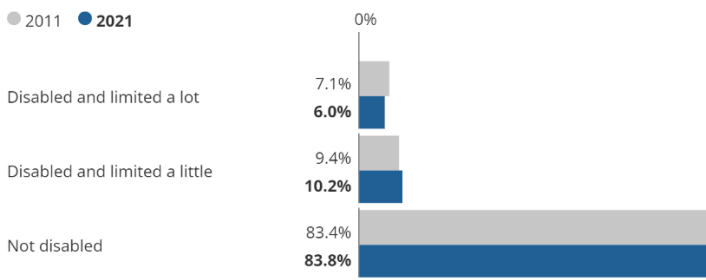
#### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

In 2021, 6.0% of Bath and Northeast Somerset residents were identified as being disabled and limited a lot, this figure decreased from 7.1% in 2011 and just over 1 in 10 people (10.2%) were identified as being disabled and limited a little, compared with 9.4% in 2011.

The proportion of Bath and Northeast Somerset residents who were not disabled increased from 83.4% to 83.8%. These are age-standardised proportions.

Age-standardised proportion of usual residents by long-term health condition or illness, Bath and North East Somerset



Source: Office for National Statistics – 2011 Census and Census 2021

Bath Spa Station is a popular tourist destination, with passengers traveling from across the world to visit the city. Bath University is in walking distance from the railway station

## **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

## **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.



### 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network

		remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

## 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
10. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
11. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
12. Pregnancy / Maternity	N	This will not impact this protected characteristic
13. Race	N	This will not impact this protected characteristic
14. Religion / Belief	N	This will not impact this protected characteristic
15. Gender	N	This will not impact this protected characteristic
16. Sexual Orientation	N	This will not impact this protected characteristic
17. Marriage / Civil Partnership	N	This will not impact this protected characteristic
18. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	





## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri		Sat		Sun		Mon-Fri		Sat		Sun						
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Bodmin Parkway Station**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Bodmin Parkway is an Appendix A station, this station won't have a ticket office after the initial 12 months transition as part of these proposals. This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Bodmin Parkway has had 1145 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- V. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- VI. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.



## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing.

Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Bodmin Parkway Station, Station Approach, Off Liskeard near Bodmin, Cornwall, PL30 4BB

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## Policies, Procedures and Requirements

### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Bodmin Parkway Station is situated off the A38. It is approx. 4 miles from Bodmin town centre. A local bus service runs from the station in and out to the town centre.

Bodmin Parkway has foot path access to Lanhydrock House (National Trust) which is approx. 2 miles away.

Bodmin and Wenford Railway (Heritage line) runs in selected months from Bodmin Parkway.

### Long term health problem or disability

	Persons	
	Cornwall Local Authority	
	count	%
All usual residents	570,305	100.0
Disabled under the Equality Act: Day-to-day activities limited a lot	50,684	8.9
Disabled under the Equality Act: Day-to-day activities limited a little	69,886	12.3
Not disabled under the Equality Act: Has long term physical or mental health condition but day-to-day activities are not limited	42,337	7.4
Not disabled under the Equality Act: No long term physical or mental health conditions	407,398	71.4

In order to protect against disclosure of personal information, records have been swapped between different geographic areas and counts perturbed by small amounts. Small counts at the lowest geographies will be most affected.

Source: ONS - 2021 Census (TS038)

## Age

	Persons	
	Cornwall Local Authority	
	count	%
All usual residents	570,304	100.0
Aged 4 years and under	25,532	4.5
Aged 5 to 9 years	30,256	5.3
Aged 10 to 15 years	37,092	6.5
Aged 16 to 19 years	23,382	4.1
Aged 20 to 24 years	28,609	5.0
Aged 25 to 34 years	59,998	10.5
Aged 35 to 49 years	96,998	17.0
Aged 50 to 64 years	124,298	21.8
Aged 65 to 74 years	77,789	13.6
Aged 75 to 84 years	48,210	8.5
Aged 85 years and over	18,140	3.2

In order to protect against disclosure of personal information, records have been swapped between different geographic areas and counts perturbed by small amounts. Small counts at the lowest geographies will be most affected.

Source: ONS - 2021 Census (TS007)

## Local Plans

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

## Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the

railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

### 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>

<p>All ticket offices closed and a move to more flexible retail offering, after a transition period</p>	<p>Yes</p>	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
19. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
20. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
21. Pregnancy / Maternity	N	This will not impact this protected characteristic
22. Race	N	This will not impact this protected characteristic
23. Religion / Belief	N	This will not impact this protected characteristic
24. Gender	N	This will not impact this protected characteristic
25. Sexual Orientation	N	This will not impact this protected characteristic
26. Marriage / Civil Partnership	N	This will not impact this protected characteristic
27. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	



## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

---

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00



Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:00</b>		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		<b>06:30</b>	<b>19:30</b>		<b>06:30</b>	<b>19:30</b>		<b>07:30</b>	<b>20:00</b>
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Bourne End**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Bourne End, is an Appendix B station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 0605-1235 Mon-Fri and 0705-1335 Sat. This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Bourne End has had 49 amount of Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- VII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- VIII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Bourne End

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self-service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## **3. Evaluation of Options**

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p>

		This option provides the greater consistency across the network.
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
28. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
29. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>



		Passenger Assistance will not be affected by these changes.
30. Pregnancy / Maternity	N	This will not impact this protected characteristic
31. Race	N	This will not impact this protected characteristic
32. Religion / Belief	N	This will not impact this protected characteristic
33. Gender	N	This will not impact this protected characteristic
34. Sexual Orientation	N	This will not impact this protected characteristic
35. Marriage / Civil Partnership	N	This will not impact this protected characteristic
36. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

---

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

---

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours	Proposed hours
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Station	Mon-Fri						Sat						Sun					
	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00	
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--	
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--	
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--	
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--	
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00	
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--	
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--	
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--	
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--	
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30	
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50	
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--	
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--	
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--	
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--	
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40	
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--	
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30	
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--	
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--	
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--	
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--	
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00	
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--	
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--	
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--	
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--	
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--	
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45	



Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	
Theale	06:30	13:00		06:30	13:00	
Tilehurst	06:25	12:55		06:25	12:55	
Tiverton Parkway	06:05	18:00		06:05	18:00	
Torquay	07:10	17:00		07:10	17:00	
Totnes	07:25	16:10		07:25	16:10	
Trowbridge	06:40	13:10		06:40	13:10	
Twyford	06:00	19:00		06:00	19:00	
Warminster	07:00	13:30		07:00	13:30	

Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:00</b>		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		<b>06:30</b>	<b>19:30</b>		<b>06:30</b>	<b>19:30</b>		<b>07:30</b>	<b>20:00</b>
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Bradford on Avon**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Bradford on Avon, is an Appendix A station and as part of these proposals, won't have a ticket office in place after the initial 12 months transition period with operating hours of Monday – Friday 06:20- 13:30 Saturday 06:20 – 13:30 This station has 1 amount of TVM's where staff will be available to assist customers with

purchasing tickets and to offer assistance. Bradford on Avon has had 252 amount of Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- IX. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- X. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing.

Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Bradford-on-Avon Station, St Margaret's Street, Bradford-on-Avon, Wiltshire, BA15 1DF

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

### Policies, Procedures and Requirements

#### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Bradford-on-Avon is a town and civil parish in west Wiltshire, England, near the border with Somerset, which had a population of 10,405 at the 2021 census.[1] The town's canal, historic buildings, shops, pubs and restaurants make it popular with tourists.

Bradford-on-Avon railway station is on what is now the Heart of Wessex Line. It is served by Great Western Railway and South Western Railway services to Bath Spa, Bristol Temple Meads, Cardiff Central, Weymouth, Portsmouth Harbour and London Waterloo. The line opened in the mid-19th century and was built by the original Great Western Railway.

### Local Plans

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an</p>



		<p>industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
37. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
38. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
39. Pregnancy / Maternity	N	This will not impact this protected characteristic
40. Race	N	This will not impact this protected characteristic
41. Religion / Belief	N	This will not impact this protected characteristic
42. Gender	N	This will not impact this protected characteristic
43. Sexual Orientation	N	This will not impact this protected characteristic
44. Marriage / Civil Partnership	N	This will not impact this protected characteristic
45. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	





## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours								
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun			
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50		06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00		07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35		07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30		06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50		07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15		06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00		07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00		--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30		07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20		06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30		07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40		07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30		08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30		--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00		07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50		07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15		07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25		07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15		--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00		06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri		Sat		Sun		Mon-Fri		Sat		Sun						
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Bramley**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Bramley, is an Appendix A station and as part of these proposals it will not have a ticket office after the initial 12 months transition period. Bramley will have a ticket office in place for the transition period with operating hours of Mon-Fri 06:20-12:50 and Sat 07:20-13:30. This station has 2 TVM's where staff will be

available to assist customers with purchasing tickets and to offer assistance. Bramley has had 154 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- XI. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- XII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.



## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Bramley

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## Policies, Procedures and Requirements

### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Bramley and Sherfield is a ward in Basingstoke and Deane of South East, England and includes areas of North Oakley, Charter Alley, Stony Heath, Ramsdell, Upper Wootton, Axmansford, Pamber End, Wheat Hold, Little London, Ibworth, Baughurst, Plantation Hill, Cufaude, West Heath, Bramley, Hillend, Pound Green, Monk Sherborne, Hannington, Bramley Green, Wolverton Common, Wolverton, Holly Cross and Court Corner.

In the 2011 census the population of Bramley and Sherfield was 5,877 and is made up of approximately 51% females and 49% males.

The average age of people in Bramley and Sherfield is 38, while the median age is higher at 39.

88.6% of people living in Bramley and Sherfield were born in England. Other top answers for country of birth were 2.2% Scotland, 1.7% Wales, 0.8% South Africa, 0.5% Ireland, 0.4% Northern Ireland, 0.3% United States, 0.3% India, 0.3% Zimbabwe, 0.3% Australia.

professionals 9.7%, Skilled trades 9.6%, Science, research, engineering and technology professionals 9.0%, Caring, leisure and other service 8.0%, Administrative 7.9%.

56.8% of people are married, 13.6% cohabit with a member of the opposite sex, 0.7% live with a partner of the same sex, 16.6% are single and have never married or been in a registered same sex partnership, 7.0% are separated or divorced. There are 248 widowed people living in Bramley and Sherfield.

The top occupations listed by people in Bramley and Sherfield are Professional 24.4%, Associate professional and technical 17.4%, Managers, directors and senior officials 16.1%, Corporate managers and directors 11.7%, Business and public service associate professionals 11.3%, Administrative and secretarial 10.6%, Science, research, engineering and technology professionals 10.0%, Skilled trades 8.3%, Administrative 8.3%, Caring, leisure and other service 7.9%

### Local Plans

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own

		<p>right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
<p>All ticket offices closed and a move to more flexible retail offering, after a transition period</p>	<p>Yes</p>	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
46. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
47. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
48. Pregnancy / Maternity	N	This will not impact this protected characteristic
49. Race	N	This will not impact this protected characteristic
50. Religion / Belief	N	This will not impact this protected characteristic
51. Gender	N	This will not impact this protected characteristic
52. Sexual Orientation	N	This will not impact this protected characteristic
53. Marriage / Civil Partnership	N	This will not impact this protected characteristic
54. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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## GWR BEAP Chair

Name: [Name]

Signature:

Date:

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## Business Assurance Director

Name: [Name]

Role: [Role]

Signature:

Date:

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## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours	Proposed hours

Station	Mon-Fri						Sat						Sun					
	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00	
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--	
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--	
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--	
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--	
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00	
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--	
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--	
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--	
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--	
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30	
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50	
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--	
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--	
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--	
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--	
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40	
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--	
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30	
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--	
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--	
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--	
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--	
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00	
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--	
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--	
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--	
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--	
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--	
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45	

Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Painton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	
Theale	06:30	13:00		06:30	13:00	
Tilehurst	06:25	12:55		06:25	12:55	
Tiverton Parkway	06:05	18:00		06:05	18:00	
Torquay	07:10	17:00		07:10	17:00	
Totnes	07:25	16:10		07:25	16:10	
Trowbridge	06:40	13:10		06:40	13:10	
Twyford	06:00	19:00		06:00	19:00	
Warminster	07:00	13:30		07:00	13:30	

Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.



If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Bridgwater**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Bridgwater, is an Appendix A station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of Sunday: Closed Mon-Fri: 06:30 – 14:15 Sat: 06:30- 14:15. This

station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Bridgwater has had 0 amount of Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- XIII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- XIV. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Bridgwater Starion is approximately 1 mile from the town Centre

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self-service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Bridgwater serves as a commuter station for workers at Hinkley Point Power Station and commuters to Bristol. It has a large college which has a significant number of students that use the station.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## **3. Evaluation of Options**

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p>

		This option provides the greater consistency across the network.
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
55. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
56. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
57. Pregnancy / Maternity	N	This will not impact this protected characteristic
58. Race	N	This will not impact this protected characteristic
59. Religion / Belief	N	This will not impact this protected characteristic
60. Gender	N	This will not impact this protected characteristic
61. Sexual Orientation	N	This will not impact this protected characteristic
62. Marriage / Civil Partnership	N	This will not impact this protected characteristic
63. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation



Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	



Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Bristol Parkway**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Bristol Parkway, is an Appendix A station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of Monday – Friday 06:00 – 20:00, Saturday 07:00 – 18:00 and Sunday 08:30 – 19:00. This station has 1 TVM where staff will be available to assist customers with

purchasing tickets and to offer assistance. Bristol Parkway has had 6194 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- XV. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- XVI. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing.

Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Bristol Parkway Station, Station Approach, Stoke Gifford, BS34 9PU

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers. Bristol Parkway is close to a retail park, large scale offices, a primary school, a secondary school, and an engineering college.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## **3. Evaluation of Options**

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p>

		<p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.



#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
64. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
65. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
66. Pregnancy / Maternity	N	This will not impact this protected characteristic
67. Race	N	This will not impact this protected characteristic
68. Religion / Belief	N	This will not impact this protected characteristic
69. Gender	N	This will not impact this protected characteristic
70. Sexual Orientation	N	This will not impact this protected characteristic
71. Marriage / Civil Partnership	N	This will not impact this protected characteristic
72. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_



**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri		Sat		Sun		Mon-Fri		Sat		Sun						
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:00</b>		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		<b>06:30</b>	<b>19:30</b>		<b>06:30</b>	<b>19:30</b>		<b>07:30</b>	<b>20:00</b>
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Bristol Temple Meads**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Bristol Temple Meads is an Appendix B station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 06:30 to 21:30, Monday to Friday, 07:00 to 20:00 Saturday and 07:30-20:30 Sunday. This station has 5 TVM's where staff will be available to assist customers with purchasing tickets and to offer assistance. Bristol Temple Meads has had 19,787 Passenger Assist

requests between 01/04/2022 and 31/03/2023. This station has 2 waiting rooms and customer toilets. There are 4 lifts to the platforms for customers that cannot use stairs.

The proposed changes can be divided into two activities:

- XVII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- XVIII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing.

Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Bristol Temple Meads Railway Station, Bristol BS1 6QF

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self-service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## Policies, Procedures and Requirements

### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

20% of the local population are aged 35 to 49 years. 81.2% were born in the UK and 87.5% of the population use English as a first language. 60.5% of the population is economically active and 2.5% are unemployed. 0.7% of the population use the train to travel to work and 26% of the population do not have a car in their household. 17.2% of the population have a disability in this area. (Source 2021 Census in BS1 6QF area.)

### Local Plans

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.



Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p>

		This option provides the greater consistency across the network.
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
73. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
74. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
75. Pregnancy / Maternity	N	This will not impact this protected characteristic
76. Race	N	This will not impact this protected characteristic
77. Religion / Belief	N	This will not impact this protected characteristic
78. Gender	N	This will not impact this protected characteristic
79. Sexual Orientation	N	This will not impact this protected characteristic
80. Marriage / Civil Partnership	N	This will not impact this protected characteristic
81. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	





## 8. Approval

### STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

#### **Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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#### **Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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#### **Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours								
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun			
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50		06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00		07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35		07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30		06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50		07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15		06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00		07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00		--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30		07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20		06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30		07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40		07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30		08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30		--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00		07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50		07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15		07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25		07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15		--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00		06:30	12:50	--:--	--:--



Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA) *This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

[Name of Project] Station Reform

[GWR Sponsor Name] XXXXX

[GWR DIA Author Name (Promoter)] XXXXX / XXXXX

[Role] Regional Station Manager – East Region

[Station] Camborne

GRIP Stage: N/A

Version: 1

[Date] 22/06/26

GWR-DIA-2021

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Edition	Date	Changes
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Camborne Station is an Appendix A station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of: Monday – Friday 07:00 – 14:00 and Saturday 07:30 – 14:00. This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Camborne Railway Station has had 698 amount of Passenger Assist requests between 01/04/2022 and 31/03/2023. Camborne Railway Station is situated on the Cornish mainline from Plymouth and is situated 313 miles from London Paddington, the station benefits from a car park, bicycle parking, step free access, accessible toilets, seating and public Wi Fi.

The proposed changes can be divided into two activities:

- XIX. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- XX. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.



## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing.

Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Camborne Railway Station

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self-service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers. Camborne is in the western part of the largest urban and industrial area in Cornwall with a population of 20,845 at the last census.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## **3. Evaluation of Options**

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p>

		This option provides the greater consistency across the network.
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
82. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
83. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
84. Pregnancy / Maternity	N	This will not impact this protected characteristic
85. Race	N	This will not impact this protected characteristic
86. Religion / Belief	N	This will not impact this protected characteristic
87. Gender	N	This will not impact this protected characteristic
88. Sexual Orientation	N	This will not impact this protected characteristic
89. Marriage / Civil Partnership	N	This will not impact this protected characteristic
90. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours								
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun			
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50		06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00		07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35		07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30		06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50		07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15		06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00		07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00		--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30		07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20		06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30		07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40		07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30		08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30		--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00		07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50		07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15		07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25		07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15		--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00		06:30	12:50	--:--	--:--



Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>



If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Castle Cary**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

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<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated



## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Castle Cary, is an Appendix A station and as part of these proposals, won't have a ticket office in place after the initial 12 months transition period. Interim operating hours are proposed to be Monday – Friday 07:30 – 18:30 and Saturday 07:30 – 16:30. This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Castle Cary has had 882 Passenger Assist requests between 01/04/2022 and 31/03/2023. Access to Platform 2 and 3 for passengers who require assistance is via the barrow crossing.

The proposed changes can be divided into two activities:

- XXI. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- XXII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## **Location**

Castle Cary Station, Station Wharf, Castle Cary, Somerset, BA7 7PE

## **Timescale**

Dependent on agreement with all relevant parties.

## **2. Evidence**

### **Current Business Practices**

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self-service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Castle Cary is a market town and civil parish in south Somerset, England, 5 miles (8 km) northwest of Wincanton and 8 miles (12.9 km) south of Shepton Mallet, at the foot of Lodge Hill and on the River Cary, a tributary of the Parrett.

Castle Cary railway station is on the main Reading to Taunton line and the Heart of Wessex line. It is about 1 mile (1.6 km) north of the town. Every year around the time of the summer solstice this railway station is used by thousands of festival goers who travel to nearby Worthy Farm for the Glastonbury Festival (about 7 miles from Glastonbury) – a parade of free buses and coaches take ticket holders to and from the festival site

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups. At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request. We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the

station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

### 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

<b>Option Considered</b>	<b>Will the option be implemented (Yes / No)</b>	<b>Reason why option was either discounted or recommended for implementation</b>
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<p>Keep things the same</p>	<p>No</p>	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
<p>Keep some ticket offices open at some stations, outside the transition process</p>	<p>No</p>	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
<p>All ticket offices closed and a move to more flexible retail offering, after a transition period</p>	<p>Yes</p>	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact



Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
91. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
92. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
93. Pregnancy / Maternity	N	This will not impact this protected characteristic
94. Race	N	This will not impact this protected characteristic
95. Religion / Belief	N	This will not impact this protected characteristic
96. Gender	N	This will not impact this protected characteristic
97. Sexual Orientation	N	This will not impact this protected characteristic
98. Marriage / Civil Partnership	N	This will not impact this protected characteristic
99. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--



Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Charlbury**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Charlbury is an Appendix A station and won't have a ticket office after the initial 12 months transition period. This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Charlbury has had 198 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- XXIII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- XXIV. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Charlbury

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.





Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably

		<p>less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
<p>All ticket offices closed and a move to more flexible retail offering, after a transition period</p>	<p>Yes</p>	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
100. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
101. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
102. Pregnancy / Maternity	N	This will not impact this protected characteristic
103. Race	N	This will not impact this protected characteristic
104. Religion / Belief	N	This will not impact this protected characteristic
105. Gender	N	This will not impact this protected characteristic
106. Sexual Orientation	N	This will not impact this protected characteristic
107. Marriage / Civil Partnership	N	This will not impact this protected characteristic
108. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	





## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun

Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--

Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours						Proposed hours								
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun			
St Austell	07:30	19:00		07:30	19:00	09:00	16:30		07:30	19:00		07:30	19:00	09:00	16:30
St Erth	07:30	14:45		08:00	13:00	--:--	--:--		07:30	14:45		08:00	13:00	--:--	--:--
Stonehouse Glos	06:10	10:45		07:10	10:40	--:--	--:--		06:10	10:45		07:10	10:40	--:--	--:--
Stroud	06:30	18:00		07:15	14:30	09:45	17:00		06:30	18:00		07:15	14:30	09:45	17:00
Taunton	06:30	19:00		06:30	19:00	08:00	19:00		06:30	19:00		06:30	19:00	08:00	19:00
Teignmouth	07:10	19:00		07:00	14:00	--:--	--:--		07:10	19:00		07:00	14:00	--:--	--:--
Thatcham	06:00	12:30		06:50	13:20	--:--	--:--		06:00	12:30		06:50	13:20	--:--	--:--
Theale	06:30	13:00		07:00	13:30	--:--	--:--		06:30	13:00		07:00	13:30	--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30	--:--	--:--		06:25	12:55		07:00	13:30	--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00	09:00	17:00		06:05	18:00		07:05	17:00	09:00	17:00
Torquay	07:10	17:00		07:00	17:00	09:40	17:10		07:10	17:00		07:00	17:00	09:40	17:10
Totnes	07:25	16:10		07:25	15:45	09:25	17:00		07:25	16:10		07:25	15:45	09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50	09:20	16:50		06:40	13:10		06:40	14:50	09:20	16:50
Twyford	06:00	19:00		06:45	15:30	08:15	15:00		06:00	19:00		06:45	15:30	08:15	15:00
Warminster	07:00	13:30		--:--	--:--	--:--	--:--		07:00	13:30		--:--	--:--	--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40	11:35	18:00		06:50	17:00		07:40	13:40	11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45	08:30	18:20		06:10	17:45		06:10	17:45	08:30	18:20

Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Cheltenham Spa**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Cheltenham Spa is an Appendix A station, this station won't have a ticket office after the initial 12 months transition period and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 0630-1930 M-F, 0715-1915 Sat, 0900-1630 Sun. This station has 2 TVM's where staff



will be available to assist customers with purchasing tickets and to offer assistance. Cheltenham Spa has had 5124 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- XXV. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- XXVI. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing.

Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Cheltenham Spa

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

The 2021 Census Area Profile for Cheltenham shows at a count of 98,436 (residents aged 16 or over), 37.1% of residents are economically inactive, with over 22,000 stating they are retired and over 3,000 declaring themselves either disabled or long-term sick (3.1%). Out of those in employment at the time of Census – 59,158, over 14,500 stated they were in professional occupations, with another 7,892 stating they were ‘Managers, Directors and Senior Officials’.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## **3. Evaluation of Options**

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p>

		<p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
--	--	--

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
109. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
110. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
111. Pregnancy / Maternity	N	This will not impact this protected characteristic
112. Race	N	This will not impact this protected characteristic
113. Religion / Belief	N	This will not impact this protected characteristic
114. Gender	N	This will not impact this protected characteristic
115. Sexual Orientation	N	This will not impact this protected characteristic
116. Marriage / Civil Partnership	N	This will not impact this protected characteristic
117. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	



## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

---

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00



Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – Central Region**

**[Station] Chippenham**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Chippenham is an Appendix A station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of Sunday 07.40-19.50, Monday – Friday 06.30-19.30, Saturday 07.00-19.30. This station has 3 TVM's where staff will be available to assist customers with purchasing tickets and

to offer assistance. Chippenham has had 1,248 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

XXVII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.

XXVIII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Chippenham

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self-service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## Policies, Procedures and Requirements

### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.



Source: Office for National Statistics - Census 2021

Chippenham station is situated between Bath Spa Station and Swindon Stations, serving commuters and leisure travellers.

### Local Plans

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

## Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

### 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help</p>

		customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
118. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
119. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>



		Passenger Assistance will not be affected by these changes.
120. Pregnancy / Maternity	N	This will not impact this protected characteristic
121. Race	N	This will not impact this protected characteristic
122. Religion / Belief	N	This will not impact this protected characteristic
123. Gender	N	This will not impact this protected characteristic
124. Sexual Orientation	N	This will not impact this protected characteristic
125. Marriage / Civil Partnership	N	This will not impact this protected characteristic
126. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours				Proposed hours			
Station	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		

Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--



Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours						Proposed hours					
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	09:00 16:30	07:30	19:00		07:30	19:00	09:00 16:30
St Erth	07:30	14:45		08:00	13:00	--:-- --:--	07:30	14:45		08:00	13:00	--:-- --:--
Stonehouse Glos	06:10	10:45		07:10	10:40	--:-- --:--	06:10	10:45		07:10	10:40	--:-- --:--
Stroud	06:30	18:00		07:15	14:30	09:45 17:00	06:30	18:00		07:15	14:30	09:45 17:00
Taunton	06:30	19:00		06:30	19:00	08:00 19:00	06:30	19:00		06:30	19:00	08:00 19:00
Teignmouth	07:10	19:00		07:00	14:00	--:-- --:--	07:10	19:00		07:00	14:00	--:-- --:--
Thatcham	06:00	12:30		06:50	13:20	--:-- --:--	06:00	12:30		06:50	13:20	--:-- --:--
Theale	06:30	13:00		07:00	13:30	--:-- --:--	06:30	13:00		07:00	13:30	--:-- --:--
Tilehurst	06:25	12:55		07:00	13:30	--:-- --:--	06:25	12:55		07:00	13:30	--:-- --:--
Tiverton Parkway	06:05	18:00		07:05	17:00	09:00 17:00	06:05	18:00		07:05	17:00	09:00 17:00
Torquay	07:10	17:00		07:00	17:00	09:40 17:10	07:10	17:00		07:00	17:00	09:40 17:10
Totnes	07:25	16:10		07:25	15:45	09:25 17:00	07:25	16:10		07:25	15:45	09:25 17:00
Trowbridge	06:40	13:10		06:40	14:50	09:20 16:50	06:40	13:10		06:40	14:50	09:20 16:50
Twyford	06:00	19:00		06:45	15:30	08:15 15:00	06:00	19:00		06:45	15:30	08:15 15:00
Warminster	07:00	13:30		--:--	--:--	--:-- --:--	07:00	13:30		--:--	--:--	--:-- --:--
Westbury Wilts	06:50	17:00		07:40	13:40	11:35 18:00	06:50	17:00		07:40	13:40	11:35 18:00
Weston-super-Mare	06:10	17:45		06:10	17:45	08:30 18:20	06:10	17:45		06:10	17:45	08:30 18:20

Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:00</b>		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		<b>06:30</b>	<b>19:30</b>		<b>06:30</b>	<b>19:30</b>		<b>07:30</b>	<b>20:00</b>
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Cholsey**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Cholsey, is an Appendix A station and as part of these proposals it will not have a ticket office after the initial 12 months transition period. Cholsey will have a ticket office in place for the transition period with operating hours of Mon-Fri 06:10-12:40, Sat 07:00-13:30 This station has 1 TVM where staff will be available to assist

customers with purchasing tickets and to offer assistance. Cholsey has had 46 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- XXIX. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- XXX. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Cholsey

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self-service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Cholsey and Wallingford South is a ward in South Oxfordshire of South East, England and includes areas of Cholsey, West End, Moulsoford, Winterbrook and Crowmarsh Gifford.

In the 2011 census the population of Cholsey and Wallingford South was 5,567 and is made up of approximately 52% females and 48% males.

The average age of people in Cholsey and Wallingford South is 41, while the median age is also 41.

88.6% of people living in Cholsey and Wallingford South were born in England. Other top answers for country of birth were 1.9% Scotland, 1.6% Wales, 0.6% South Africa, 0.5% Australia, 0.5% Ireland, 0.5% United States, 0.4% Northern Ireland, 0.2% India, 0.2% South America.

57.4% of people are married, 10.7% cohabit with a member of the opposite sex, 0.9% live with a partner of the same sex, 17.6% are single and have never married or been in a registered same sex partnership, 6.4% are separated or divorced. There are 221 widowed people living in Cholsey and Wallingford South.

The top occupations listed by people in Cholsey and Wallingford South are Professional 27.2%, Associate professional and technical 14.4%, Managers, directors and senior officials 13.4%, Skilled trades 10.9%, Science, research, engineering and technology professionals 9.4%, Corporate managers and directors 9.3%, Administrative and secretarial 8.5%, Caring, leisure and other service 8.3%, Business and public service associate professionals 7.1%, Elementary 7.0%.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less</p>



		prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
127. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
128. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
129. Pregnancy / Maternity	N	This will not impact this protected characteristic
130. Race	N	This will not impact this protected characteristic
131. Religion / Belief	N	This will not impact this protected characteristic
132. Gender	N	This will not impact this protected characteristic
133. Sexual Orientation	N	This will not impact this protected characteristic
134. Marriage / Civil Partnership	N	This will not impact this protected characteristic
135. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

---

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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## GWR BEAP Chair

Name: [Name]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Business Assurance Director

Name: [Name]

Role: [Role]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours	Proposed hours
--	---------------	----------------

Station	Mon-Fri						Sat						Sun					
	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00	
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--	
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--	
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--	
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--	
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00	
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--	
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--	
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--	
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--	
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30	
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50	
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--	
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--	
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--	
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--	
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40	
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--	
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30	
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--	
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--	
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--	
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--	
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00	
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--	
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--	
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--	
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--	
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--	
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45	

Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	
Theale	06:30	13:00		06:30	13:00	
Tilehurst	06:25	12:55		06:25	12:55	
Tiverton Parkway	06:05	18:00		06:05	18:00	
Torquay	07:10	17:00		07:10	17:00	
Totnes	07:25	16:10		07:25	16:10	
Trowbridge	06:40	13:10		06:40	13:10	
Twyford	06:00	19:00		06:00	19:00	
Warminster	07:00	13:30		07:00	13:30	

Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:00</b>		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		<b>06:30</b>	<b>19:30</b>		<b>06:30</b>	<b>19:30</b>		<b>07:30</b>	<b>20:00</b>
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Cookham**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Cookham, is an Appendix B station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 0650-1130 Mon-Fri and 0800-1130 Sat. This station has 1 TVM

where staff will be available to assist customers with purchasing tickets and to offer assistance. Cookham has had 29 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- XXXI. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- XXXII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Cookham

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.



Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## **3. Evaluation of Options**

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p>

		This option provides the greater consistency across the network.
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
136. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
137. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
138. Pregnancy / Maternity	N	This will not impact this protected characteristic
139. Race	N	This will not impact this protected characteristic
140. Religion / Belief	N	This will not impact this protected characteristic
141. Gender	N	This will not impact this protected characteristic
142. Sexual Orientation	N	This will not impact this protected characteristic
143. Marriage / Civil Partnership	N	This will not impact this protected characteristic
144. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	





## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours				Proposed hours			
Station	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		

Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--

Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours						Proposed hours					
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	09:00 16:30	07:30	19:00		07:30	19:00	09:00 16:30
St Erth	07:30	14:45		08:00	13:00	--:-- --:--	07:30	14:45		08:00	13:00	--:-- --:--
Stonehouse Glos	06:10	10:45		07:10	10:40	--:-- --:--	06:10	10:45		07:10	10:40	--:-- --:--
Stroud	06:30	18:00		07:15	14:30	09:45 17:00	06:30	18:00		07:15	14:30	09:45 17:00
Taunton	06:30	19:00		06:30	19:00	08:00 19:00	06:30	19:00		06:30	19:00	08:00 19:00
Teignmouth	07:10	19:00		07:00	14:00	--:-- --:--	07:10	19:00		07:00	14:00	--:-- --:--
Thatcham	06:00	12:30		06:50	13:20	--:-- --:--	06:00	12:30		06:50	13:20	--:-- --:--
Theale	06:30	13:00		07:00	13:30	--:-- --:--	06:30	13:00		07:00	13:30	--:-- --:--
Tilehurst	06:25	12:55		07:00	13:30	--:-- --:--	06:25	12:55		07:00	13:30	--:-- --:--
Tiverton Parkway	06:05	18:00		07:05	17:00	09:00 17:00	06:05	18:00		07:05	17:00	09:00 17:00
Torquay	07:10	17:00		07:00	17:00	09:40 17:10	07:10	17:00		07:00	17:00	09:40 17:10
Totnes	07:25	16:10		07:25	15:45	09:25 17:00	07:25	16:10		07:25	15:45	09:25 17:00
Trowbridge	06:40	13:10		06:40	14:50	09:20 16:50	06:40	13:10		06:40	14:50	09:20 16:50
Twyford	06:00	19:00		06:45	15:30	08:15 15:00	06:00	19:00		06:45	15:30	08:15 15:00
Warminster	07:00	13:30		--:--	--:--	--:-- --:--	07:00	13:30		--:--	--:--	--:-- --:--
Westbury Wilts	06:50	17:00		07:40	13:40	11:35 18:00	06:50	17:00		07:40	13:40	11:35 18:00
Weston-super-Mare	06:10	17:45		06:10	17:45	08:30 18:20	06:10	17:45		06:10	17:45	08:30 18:20

Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:00</b>		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		<b>06:30</b>	<b>19:30</b>		<b>06:30</b>	<b>19:30</b>		<b>07:30</b>	<b>20:00</b>
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Crowthorne**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 11/07/23**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Crowthorne, is an Appendix A station, this station won't have a ticket office after the initial 12 months transition period and as part of these proposals, will have a ticket office in place for the transition period with operating hours of Mon- Fri 06:45-10:30. This station has 1 TVM where staff will be available to assist



customers with purchasing tickets and to offer assistance. Crowthorne has had 55 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- XXXIII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- XXXIV. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Crowthorne

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self-service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

## Crowthorne

### Area map



### Population

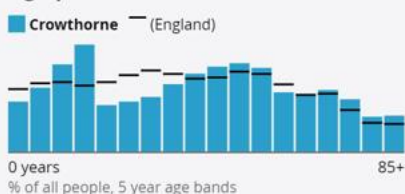
**15,200**

people

**56,490,000** people in England

Rounded to the nearest 100 people

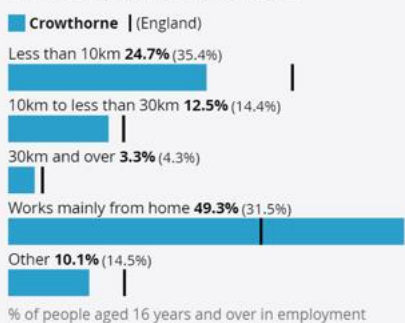
### Age profile



### Disability



### Distance travelled to work



Source: Office for National Statistics - Census 2021

## Local Plans

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>

<p>Keep some ticket offices open at some stations, outside the transition process</p>	<p>No</p>	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
<p>All ticket offices closed and a move to more flexible retail offering, after a transition period</p>	<p>Yes</p>	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.



#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
145. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
146. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>



		Passenger Assistance will not be affected by these changes.
147. Pregnancy / Maternity	N	This will not impact this protected characteristic
148. Race	N	This will not impact this protected characteristic
149. Religion / Belief	N	This will not impact this protected characteristic
150. Gender	N	This will not impact this protected characteristic
151. Sexual Orientation	N	This will not impact this protected characteristic
152. Marriage / Civil Partnership	N	This will not impact this protected characteristic
153. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

### Project Manager (Promoter)

Name: Kevin King  
Role: Station Manager  
Signature: *Kevin King*

Date: 11/07/23

### Sponsor (Client Rep.)

Name: [Name]  
Role: [Role]  
Signature:

Date:

### Head of Department

Name: [Name]  
Role: [Role]  
Signature:

Date:

## GWR BEAP Chair

Name: [Name]

Signature:

Date:

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## Business Assurance Director

Name: [Name]

Role: [Role]

Signature:

Date:

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## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--
Furze Platt	06:45	11:30		--:--	--:--	--:--	--:--		06:45	11:30	--:--	--:--	--:--	--:--
Gloucester	06:00	19:00		07:00	19:00	09:00	18:00		06:00	19:00	07:00	19:00	09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30	--:--	--:--		06:15	12:45	07:00	13:30	--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00	--:--	--:--		06:00	13:00	07:00	13:00	--:--	--:--
Kemble	06:30	13:00		07:30	14:00	--:--	--:--		06:30	13:00	07:30	14:00	--:--	--:--
Keynsham	06:45	09:30		--:--	--:--	--:--	--:--		06:45	09:30	--:--	--:--	--:--	--:--
Kingham	05:40	12:10		06:40	13:10	--:--	--:--		05:40	12:10	06:40	13:10	--:--	--:--





Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA) This is a Legal Document

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Dawlish**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Dawlish is an Appendix A station and as part of these proposals, this station won't have a ticket office after the initial 12 months transition period. This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Dawlish has had 1249 Passenger Assist requests

between 01/04/2022 and 31/03/2023. The station has 2 platforms, with Platform 1 currently accessed via a barrow crossing operated by Station staff.

The proposed changes can be divided into two activities:

XXXV. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.

XXXVI. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Dawlish

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## Policies, Procedures and Requirements

### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Dawlish is predominately a seaside destination sitting within Teignbridge Local Authority. Station usage increases during the summer months (May – August) due to tourists visiting the area.

The station is also used by school children travelling to Grammar schools in Torbay. The 2021 census shows the local authority resident count to be 134,803. This is broken down as follows:

#### Age

	Persons	
	Teignbridge Local Authority	
	count	%
All usual residents	134,805	100.0
Aged 4 years and under	5,905	4.4
Aged 5 to 9 years	6,891	5.1
Aged 10 to 15 years	8,545	6.3
Aged 16 to 19 years	4,923	3.7
Aged 20 to 24 years	5,588	4.1
Aged 25 to 34 years	13,642	10.1
Aged 35 to 49 years	22,428	16.6
Aged 50 to 64 years	30,446	22.6
Aged 65 to 74 years	19,190	14.2
Aged 75 to 84 years	12,291	9.1
Aged 85 years and over	4,956	3.7

In order to protect against disclosure of personal information, records have been swapped between different geographic areas and counts perturbed by small amounts. Small counts at the lowest geographies will be most affected. Source: ONS - 2021 Census (TS007)

#### Long term health problem or disability

	Persons	
	Teignbridge Local Authority	
	count	%
All usual residents	134,803	100.0
Disabled under the Equality Act: Day-to-day activities limited a lot	10,936	8.1
Disabled under the Equality Act: Day-to-day activities limited a little	16,475	12.2
Not disabled under the Equality Act: Has long term physical or mental health condition but day-to-day activities are not limited	10,885	8.1
Not disabled under the Equality Act: No long term physical or mental health conditions	96,507	71.6

In order to protect against disclosure of personal information, records have been swapped between different geographic areas and counts perturbed by small amounts. Small counts at the lowest geographies will be most affected. Source: ONS - 2021 Census (TS038)

Source: ONS - 2021 Census (TS038)

### Local Plans

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London. The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups. At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request. We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps. Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of</p>



		<p>all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.



If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
154. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
155. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
156. Pregnancy / Maternity	N	This will not impact this protected characteristic
157. Race	N	This will not impact this protected characteristic
158. Religion / Belief	N	This will not impact this protected characteristic
159. Gender	N	This will not impact this protected characteristic
160. Sexual Orientation	N	This will not impact this protected characteristic
161. Marriage / Civil Partnership	N	This will not impact this protected characteristic
162. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	





## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours								
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun			
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50		06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00		07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35		07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30		06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50		07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15		06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00		07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00		--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30		07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20		06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30		07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40		07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30		08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30		--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00		07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50		07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15		07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25		07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15		--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00		06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
St Austell	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
St Erth	07:30	14:45		08:00	13:00		--:--	--:--		07:30	14:45		08:00	13:00		--:--	--:--
Stonehouse Glos	06:10	10:45		07:10	10:40		--:--	--:--		06:10	10:45		07:10	10:40		--:--	--:--
Stroud	06:30	18:00		07:15	14:30		09:45	17:00		06:30	18:00		07:15	14:30		09:45	17:00
Taunton	06:30	19:00		06:30	19:00		08:00	19:00		06:30	19:00		06:30	19:00		08:00	19:00
Teignmouth	07:10	19:00		07:00	14:00		--:--	--:--		07:10	19:00		07:00	14:00		--:--	--:--
Thatcham	06:00	12:30		06:50	13:20		--:--	--:--		06:00	12:30		06:50	13:20		--:--	--:--

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri		Sat		Sun		Mon-Fri		Sat		Sun						
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Didcot Parkway**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Didcot Parkway is an Appendix A station and won't have a ticket office won't have a ticket office in place after the initial 12 months transition period with operating hours of Monday – Friday 06:30 – 19:30, Saturday 07:00 – 19:40 and Sunday 08:00 – 19:40. This station has 2 amount of TVM's where staff will

be available to assist customers with purchasing tickets and to offer assistance. Didcot Parkway has had 3009 amount of Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

XXXVII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.

XXXVIII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.



## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Didcot Parkway

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self-service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

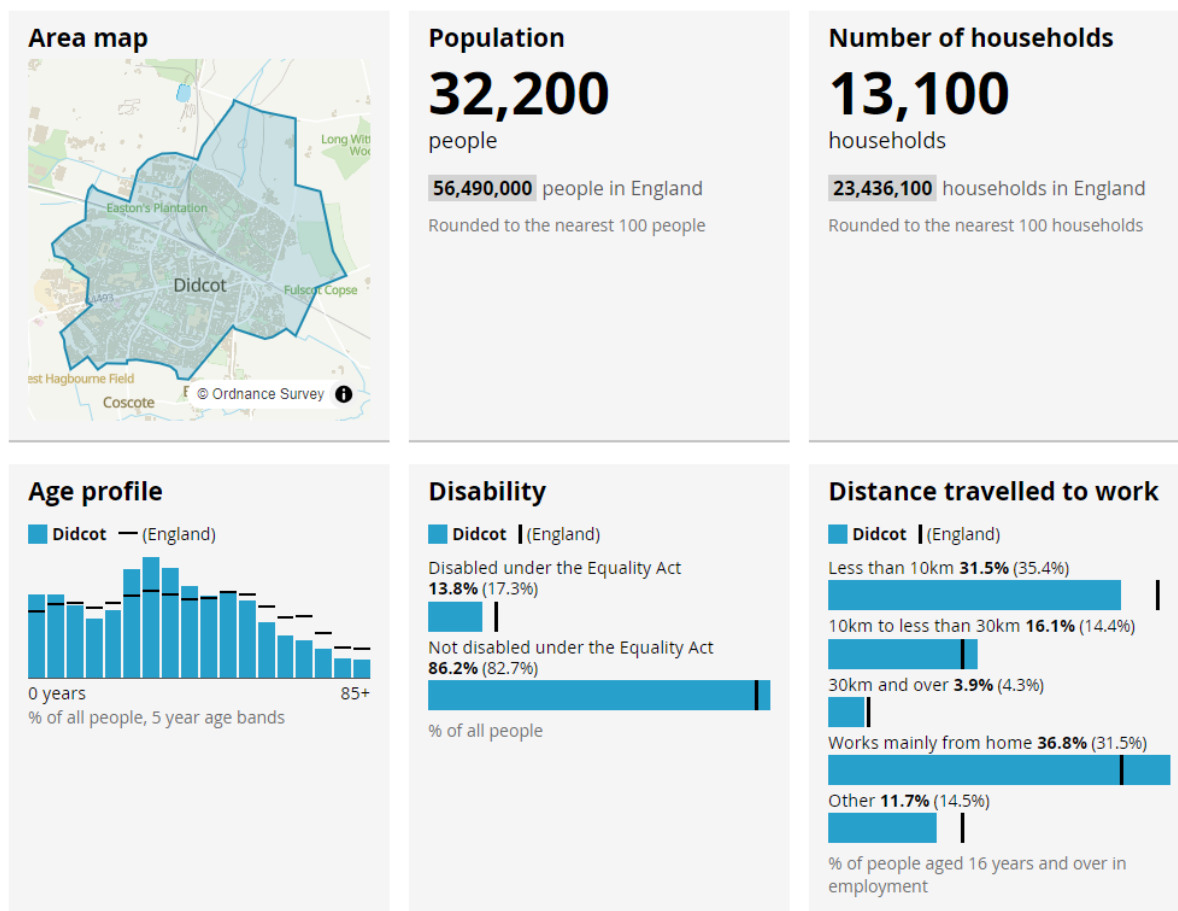
Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## Policies, Procedures and Requirements

### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

### Didcot



### Local Plans

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London. The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups. At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request. We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network

		remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
163. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
164. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
165. Pregnancy / Maternity	N	This will not impact this protected characteristic
166. Race	N	This will not impact this protected characteristic
167. Religion / Belief	N	This will not impact this protected characteristic
168. Gender	N	This will not impact this protected characteristic
169. Sexual Orientation	N	This will not impact this protected characteristic
170. Marriage / Civil Partnership	N	This will not impact this protected characteristic
171. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

[Name of Project] Station Reform



[GWR Sponsor Name] XXXXX

[GWR DIA Author Name (Promoter)] XXXXX / XXXXX

[Role] Regional Station Manager – East Region

[Station] Evesham

GRIP Stage: N/A

Version: 1

[Date] 22/06/26

GWR-DIA-2021

Edition	Date	Changes
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Evesham is an Appendix A station and won't have a ticket office in place after the initial 12 months transition period. Interim operating hours are proposed to be Monday – Friday 06:20 to 12:50 and Saturday 07:20 to 13:50. This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Evesham has had 311 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- XXXIX. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.

- XL. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what

it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing.

Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## **Location**

Evesham Railway Station

## **Timescale**

Dependent on agreement with all relevant parties.

## **2. Evidence**

### **Current Business Practices**

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self-service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

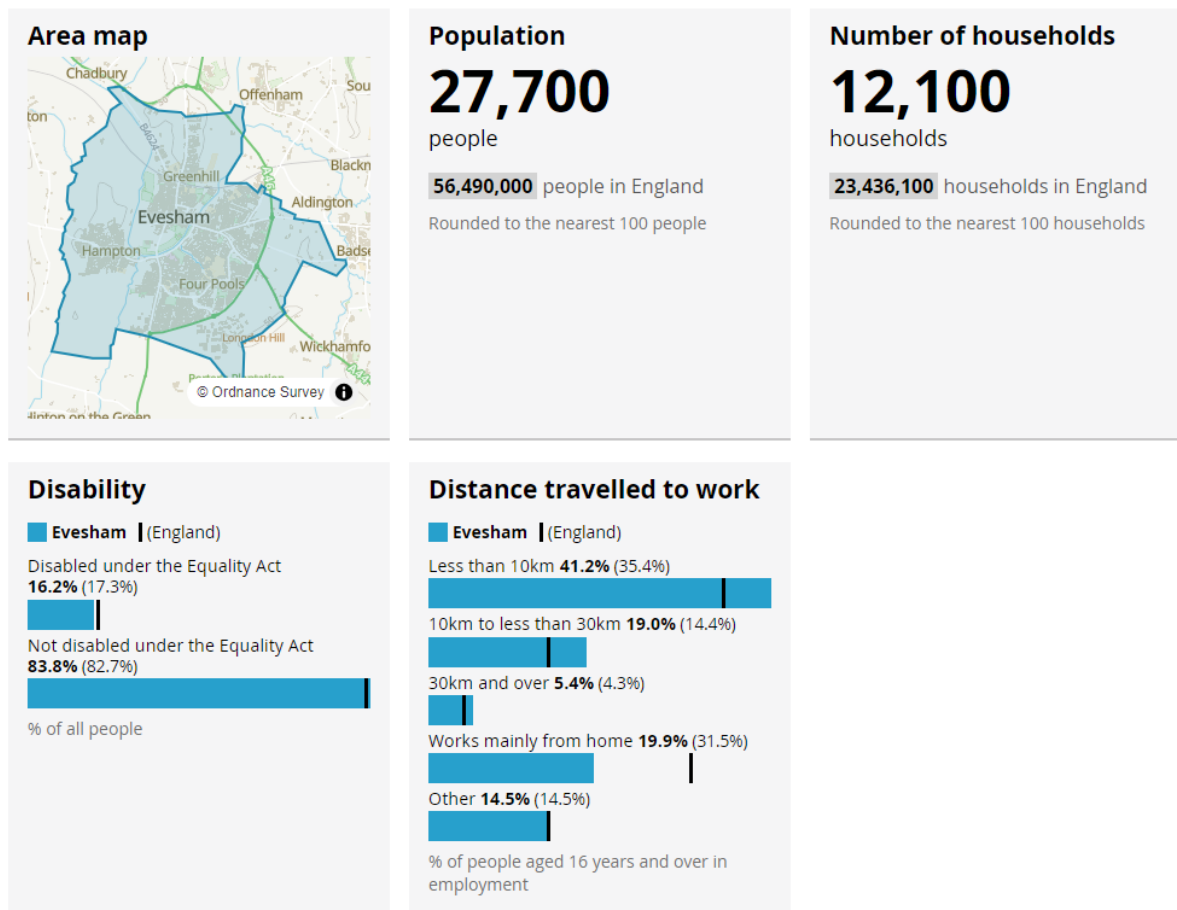
Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

### **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

## Evesham



Source: Office for National Statistics - Census 2021

## Local Plans

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London. The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups. At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request. We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps. Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less</p>

		prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
172. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
173. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
174. Pregnancy / Maternity	N	This will not impact this protected characteristic
175. Race	N	This will not impact this protected characteristic
176. Religion / Belief	N	This will not impact this protected characteristic
177. Gender	N	This will not impact this protected characteristic
178. Sexual Orientation	N	This will not impact this protected characteristic
179. Marriage / Civil Partnership	N	This will not impact this protected characteristic
180. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation



Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours								
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun			
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50		06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00		07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35		07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30		06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50		07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15		06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00		07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00		--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30		07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20		06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30		07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40		07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30		08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30		--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00		07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50		07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15		07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25		07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15		--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00		06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	



Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Exeter Central**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Exeter Central is an Appendix A station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 07:50 to 18:15 Mon to Sat & 09:30 to 16:30 on Sunday. This station has 3 TVM's where staff will be available to assist customers with purchasing tickets and to offer

assistance. Exeter Central has had 3,252 amount of Passenger Assist requests between 01/04/2022 and 31/03/2023 of which 2,462 were turn up and go.

The proposed changes can be divided into two activities:

- XLI. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- XLII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing.

Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Exeter Central Railway Station

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Exeter Central is close to Exeter College and a short walk from Exeter University. It is located in the heart of the City Centre and draws in large numbers of both commuters and leisure travellers. Large sporting events happen within the city for both Rugby & Football. Exeter also hosts a well-established Christmas market and Winter Wonderland. The West of England Blind school is situated in Exeter along with the Royal Devon & Exeter Hospital.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request. We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

### 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift to passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to</p>

		<p>self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.



#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
181. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
182. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
183. Pregnancy / Maternity	N	This will not impact this protected characteristic
184. Race	N	This will not impact this protected characteristic
185. Religion / Belief	N	This will not impact this protected characteristic
186. Gender	N	This will not impact this protected characteristic
187. Sexual Orientation	N	This will not impact this protected characteristic
188. Marriage / Civil Partnership	N	This will not impact this protected characteristic
189. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

### Project Manager (Promoter)

Name: [Name]

Role: [Role]

Signature:

Date:

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### Sponsor (Client Rep.)

Name: [Name]

Role: [Role]

Signature:

Date:

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### Head of Department

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_



**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Exeter St Davids**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Exeter St Davids is an Appendix B station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of: Monday to Friday 0630-1930, Saturday 0700-2000, Sunday 0730-2030. This station has 2 TVM's where staff will be available to assist customers with purchasing

tickets and to offer assistance. Exeter St Davids has had 17,739 amount of Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- XLIII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- XLIV. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Exeter St Davids

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self-service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London Travel Watch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## Policies, Procedures and Requirements

### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Exeter St Davids is a large interchange station, for commuters and leisure travellers, there are 2 routes into London, Waterloo and Paddington which are both busy, the branch lines served are Barnstaple, Oakhampton, and Exmouth. As Exeter is a large university City a very large number of students travel to and from Exeter St Davids. Currently, there are major works extending Platform 2 to accommodate a 5 car Inter City Express Train (IET).

The area also hosts large events, such as ‘Lets Rock’ at Powderham Castle and Air Shows which use Exeter St Davids as an interchange station.

The 2021 census shows the local authority resident count to be 130,709. This is broken down as follows:

### Age

	Persons	
	Exeter Local Authority	
	count	%
All usual residents	130,712	100.0
Aged 4 years and under	5,884	4.5
Aged 5 to 9 years	6,201	4.7
Aged 10 to 15 years	7,293	5.6
Aged 16 to 19 years	10,591	8.1
Aged 20 to 24 years	16,349	12.5
Aged 25 to 34 years	17,990	13.8
Aged 35 to 49 years	23,168	17.7
Aged 50 to 64 years	21,509	16.5
Aged 65 to 74 years	11,178	8.6
Aged 75 to 84 years	7,329	5.6
Aged 85 years and over	3,220	2.5

### Local Plans

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London Travel Watch for stations inside London.



The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals, and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of</p>

		Passenger Assistance and offer a more flexible service to all our customers.
Keep some ticket offices open at some stations, outside the transition process	No	The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remain open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.



This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

## 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
190. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
191. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
192. Pregnancy / Maternity	N	This will not impact this protected characteristic
193. Race	N	This will not impact this protected characteristic
194. Religion / Belief	N	This will not impact this protected characteristic
195. Gender	N	This will not impact this protected characteristic
196. Sexual Orientation	N	This will not impact this protected characteristic
197. Marriage / Civil Partnership	N	This will not impact this protected characteristic
198. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	





## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

---

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

---

---

**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

---

---

**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

---

---

**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

---

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Exmouth**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Exmouth is an Appendix A station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 07:10 to 15:25 Monday to Saturday. This station has 2 TVM's where staff will be available to assist customers with purchasing tickets and to offer assistance. Exmouth has



had 1,472 amount of Passenger Assist requests between 01/04/2022 and 31/03/2023 of which 798 were turn up and go.

The proposed changes can be divided into two activities:

- XLV. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- XLVI. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Exmouth Railway Station

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Exmouth is a seaside town that attracts large numbers of tourists during the summer months, it has a steady customer flow with commuters travelling into Exeter on a journey that is significantly quicker by train than car or bus. The Royal Marine Training centre is located just outside Exmouth and the Deaf Academy is based in Exmouth serving as a school and further education facility for the deaf community, many of the students use the station to travel into Exeter.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## **3. Evaluation of Options**

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p>

		<p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
199. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
200. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
201. Pregnancy / Maternity	N	This will not impact this protected characteristic
202. Race	N	This will not impact this protected characteristic
203. Religion / Belief	N	This will not impact this protected characteristic
204. Gender	N	This will not impact this protected characteristic
205. Sexual Orientation	N	This will not impact this protected characteristic
206. Marriage / Civil Partnership	N	This will not impact this protected characteristic
207. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	



## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00



Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:00</b>		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		<b>06:30</b>	<b>19:30</b>		<b>06:30</b>	<b>19:30</b>		<b>07:30</b>	<b>20:00</b>
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Filton Abbey Wood**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Filton Abbey Wood is an Appendix A station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of Monday – Friday 16:15 – 19:15. This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Filton Abbey Wood has had no Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- XLVII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- XLVIII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Station Road, Filton, BS34 7JW

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Filton Abbey Wood is close to a retail park, large scale offices, a primary school, a secondary school, and an engineering college. This is a part time staffed station.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## **3. Evaluation of Options**

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p>

		This option provides the greater consistency across the network.
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
208. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
209. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>



		Passenger Assistance will not be affected by these changes.
210. Pregnancy / Maternity	N	This will not impact this protected characteristic
211. Race	N	This will not impact this protected characteristic
212. Religion / Belief	N	This will not impact this protected characteristic
213. Gender	N	This will not impact this protected characteristic
214. Sexual Orientation	N	This will not impact this protected characteristic
215. Marriage / Civil Partnership	N	This will not impact this protected characteristic
216. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--



Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri		Sat		Sun		Mon-Fri		Sat		Sun						
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:00</b>		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		<b>06:30</b>	<b>19:30</b>		<b>06:30</b>	<b>19:30</b>		<b>07:30</b>	<b>20:00</b>
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Frome**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Frome, is an Appendix A station and as part of these proposals, won't have a ticket office in place after the initial 12 months transition period with operating hours of Monday – Friday 06:30 – 12:00 Saturday 06:30 – 12:50 This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to

offer assistance. Frome has had 198 amount of Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- XLIX. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- L. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Frome Station, Station Approach, Wallbridge, Frome, Somerset, BA11 1RE

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Frome is a town and civil parish in eastern Somerset, England. The town is built on uneven high ground at the eastern end of the Mendip Hills, and centres on the River Frome. The town, about 13 miles (21 km) south of Bath, is part of the parliamentary constituency of Somerton and Frome. The population was 28,559 in 2021

Frome is served by the Heart of Wessex Line which passes the eastern edge of the town. Frome station was opened in 1850 and is one of the oldest railway stations still in operation in Britain, now with direct services to Bristol Temple Meads, Exeter St Davids, Weymouth and London Paddington. Frome has a younger population than the Somerset average, with more people aged under 16 than aged 65 or over, but still has an older average population than England.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

### 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p>



		<p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
217. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
218. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
219. Pregnancy / Maternity	N	This will not impact this protected characteristic
220. Race	N	This will not impact this protected characteristic
221. Religion / Belief	N	This will not impact this protected characteristic
222. Gender	N	This will not impact this protected characteristic
223. Sexual Orientation	N	This will not impact this protected characteristic
224. Marriage / Civil Partnership	N	This will not impact this protected characteristic
225. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri		Sat		Sun		Mon-Fri		Sat		Sun						
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:00</b>		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		<b>06:30</b>	<b>19:30</b>		<b>06:30</b>	<b>19:30</b>		<b>07:30</b>	<b>20:00</b>
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Furze Platt**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Furze Platt, is an Appendix B station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 0645-1130 Mon-Fri. This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Furze Platt, has had one one Passenger Assist requests between 01/04/2022 and 31/03/2023

The proposed changes can be divided into two activities:

- LI. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- LII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Furze Platt

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.



Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## **3. Evaluation of Options**

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p>

		This option provides the greater consistency across the network.
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
226. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
227. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
228. Pregnancy / Maternity	N	This will not impact this protected characteristic
229. Race	N	This will not impact this protected characteristic
230. Religion / Belief	N	This will not impact this protected characteristic
231. Gender	N	This will not impact this protected characteristic
232. Sexual Orientation	N	This will not impact this protected characteristic
233. Marriage / Civil Partnership	N	This will not impact this protected characteristic
234. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	





## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun

Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--

Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	09:00 16:30
St Erth	07:30	14:45		07:30	14:45	08:00 13:00 --:-- --:--
Stonehouse Glos	06:10	10:45		06:10	10:45	07:10 10:40 --:-- --:--
Stroud	06:30	18:00		06:30	18:00	07:15 14:30 09:45 17:00
Taunton	06:30	19:00		06:30	19:00	06:30 19:00 08:00 19:00
Teignmouth	07:10	19:00		07:10	19:00	07:00 14:00 --:-- --:--
Thatcham	06:00	12:30		06:00	12:30	06:50 13:20 --:-- --:--
Theale	06:30	13:00		06:30	13:00	07:00 13:30 --:-- --:--
Tilehurst	06:25	12:55		06:25	12:55	07:00 13:30 --:-- --:--
Tiverton Parkway	06:05	18:00		06:05	18:00	07:05 17:00 09:00 17:00
Torquay	07:10	17:00		07:10	17:00	07:00 17:00 09:40 17:10
Totnes	07:25	16:10		07:25	16:10	07:25 15:45 09:25 17:00
Trowbridge	06:40	13:10		06:40	13:10	06:40 14:50 09:20 16:50
Twyford	06:00	19:00		06:00	19:00	06:45 15:30 08:15 15:00
Warminster	07:00	13:30		07:00	13:30	--:-- --:-- --:-- --:--
Westbury Wilts	06:50	17:00		06:50	17:00	07:40 13:40 11:35 18:00
Weston-super-Mare	06:10	17:45		06:10	17:45	06:10 17:45 08:30 18:20

Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA) This is a Legal Document

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

[Name of Project] Station Reform

[GWR Sponsor Name] XXXXX

[GWR DIA Author Name (Promoter)] XXXXX / XXXXX

[Role] Regional Station Manager – East Region

[Station] Gloucester

GRIP Stage: N/A

Version: 1

[Date] 22/06/26

GWR-DIA-2021

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Edition	Date	Changes
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Gloucester is an Appendix A station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 06:00 to 19:00 Monday to Friday, 07:00 to 19:00 on Saturday and 07:00 to 18:00 Sunday. This station has 3 TVM's where staff will be available to assist customers with purchasing tickets and to offer assistance. Gloucester has had 3322 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:



- LIII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- LIV. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for

less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## **Location**

Gloucester

## **Timescale**

Dependent on agreement with all relevant parties.

## **2. Evidence**

### **Current Business Practices**

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

The 2021 Census Area Profile for Gloucester shows at a count of 106,939 (residents aged 16 or over), 35.5% of residents are economically inactive, with over 21,000 stating they are retired and over 4,500 declaring themselves either disabled or long-term sick (4.3%). Out of those in employment at the time of Census – 65,621, over 10,800 stated they were in professional occupations, with another 6,245 stating they were ‘Managers, Directors and Senior Officials’.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## **3. Evaluation of Options**

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p>

		<p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
235. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
236. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
237. Pregnancy / Maternity	N	This will not impact this protected characteristic
238. Race	N	This will not impact this protected characteristic
239. Religion / Belief	N	This will not impact this protected characteristic
240. Gender	N	This will not impact this protected characteristic
241. Sexual Orientation	N	This will not impact this protected characteristic
242. Marriage / Civil Partnership	N	This will not impact this protected characteristic
243. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	



## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
St Austell	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
St Erth	07:30	14:45		08:00	13:00		--:--	--:--		07:30	14:45		08:00	13:00		--:--	--:--
Stonehouse Glos	06:10	10:45		07:10	10:40		--:--	--:--		06:10	10:45		07:10	10:40		--:--	--:--
Stroud	06:30	18:00		07:15	14:30		09:45	17:00		06:30	18:00		07:15	14:30		09:45	17:00
Taunton	06:30	19:00		06:30	19:00		08:00	19:00		06:30	19:00		06:30	19:00		08:00	19:00
Teignmouth	07:10	19:00		07:00	14:00		--:--	--:--		07:10	19:00		07:00	14:00		--:--	--:--
Thatcham	06:00	12:30		06:50	13:20		--:--	--:--		06:00	12:30		06:50	13:20		--:--	--:--

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00



Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri		Sat		Sun		Mon-Fri		Sat		Sun						
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:00</b>		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		<b>06:30</b>	<b>19:30</b>		<b>06:30</b>	<b>19:30</b>		<b>07:30</b>	<b>20:00</b>
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Goring**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Goring, is an Appendix A station and as part of these proposals it will not have a ticket office after the initial 12 months transition period. Goring will have a ticket office in place for the transition period with operating hours of Mon-Fri 06:15-12:45 and Sat 07:00-13:30. This station has 1 TVM where staff will be available to

assist customers with purchasing tickets and to offer assistance. Goring has had 91 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- LV. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- LVI. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Goring

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Goring is a ward in South Oxfordshire of South East, England and includes areas of Goring, Exlade Street, Checkendon, Hook End, Woodcote, South Stoke, Whitchurch On Thames, Path Hill, Pangbourne, Collins End, Goring Heath, Crays Pond, Whitchurch Hill, Southridge, Westridge Green, Lower Basildon, Streatley and Aldworth.

In the 2011 census the population of Goring was 5,745 and is made up of approximately 52% females and 48% males.

The average age of people in Goring is 46, while the median age is higher at 49.

85.5% of people living in Goring were born in England. Other top answers for country of birth were 2.4% Scotland, 2.2% Wales, 0.7% South Africa, 0.7% Australia, 0.6% Ireland, 0.6% United States, 0.6% India, 0.4% Northern Ireland, 0.3% Zimbabwe.

62.6% of people are married, 7.7% cohabit with a member of the opposite sex, 0.9% live with a partner of the same sex, 13.9% are single and have never married or been in a registered same sex partnership, 6.0% are separated or divorced. There are 223 widowed people living in Goring.

The top occupations listed by people in Goring are Professional 27.8%, Managers, directors and senior officials 18.7%, Associate professional and technical 13.6%, Corporate managers and directors 13.1%, Skilled trades 10.3%, Science, research, engineering and technology professionals 9.2%, Administrative and secretarial 9.0%, Business, media and public service professionals 8.2%, Business and public service associate professionals 7.9%, Caring, leisure and other service 7.3%.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only</p>

		limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
244. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
245. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>



		Passenger Assistance will not be affected by these changes.
246. Pregnancy / Maternity	N	This will not impact this protected characteristic
247. Race	N	This will not impact this protected characteristic
248. Religion / Belief	N	This will not impact this protected characteristic
249. Gender	N	This will not impact this protected characteristic
250. Sexual Orientation	N	This will not impact this protected characteristic
251. Marriage / Civil Partnership	N	This will not impact this protected characteristic
252. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

---

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours				Proposed hours			
Station	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		

Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--



Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours													
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun											
St Austell	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
St Erth	07:30	14:45		08:00	13:00		--:--	--:--		07:30	14:45		08:00	13:00		--:--	--:--
Stonehouse Glos	06:10	10:45		07:10	10:40		--:--	--:--		06:10	10:45		07:10	10:40		--:--	--:--
Stroud	06:30	18:00		07:15	14:30		09:45	17:00		06:30	18:00		07:15	14:30		09:45	17:00
Taunton	06:30	19:00		06:30	19:00		08:00	19:00		06:30	19:00		06:30	19:00		08:00	19:00
Teignmouth	07:10	19:00		07:00	14:00		--:--	--:--		07:10	19:00		07:00	14:00		--:--	--:--
Thatcham	06:00	12:30		06:50	13:20		--:--	--:--		06:00	12:30		06:50	13:20		--:--	--:--
Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20

Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Henley-on-Thames**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

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<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Henley-on-Thames, is an Appendix B station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 0600-1300 Mon-Fri and 0700-1300 Sat. This station has 1

TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Henley-on-Thames has had 101 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- LVII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- LVIII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Henley-on-Thames

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## **3. Evaluation of Options**

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p>



		This option provides the greater consistency across the network.
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
253. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
254. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
255. Pregnancy / Maternity	N	This will not impact this protected characteristic
256. Race	N	This will not impact this protected characteristic
257. Religion / Belief	N	This will not impact this protected characteristic
258. Gender	N	This will not impact this protected characteristic
259. Sexual Orientation	N	This will not impact this protected characteristic
260. Marriage / Civil Partnership	N	This will not impact this protected characteristic
261. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

### STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

#### Project Manager (Promoter)

Name: [Name]

Role: [Role]

Signature:

Date:

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#### Sponsor (Client Rep.)

Name: [Name]

Role: [Role]

Signature:

Date:

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#### Head of Department

Name: [Name]

Role: [Role]

Signature:

Date:

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## GWR BEAP Chair

Name: [Name]

Signature:

Date:

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## Business Assurance Director

Name: [Name]

Role: [Role]

Signature:

Date:

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## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours	Proposed hours
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Station	Mon-Fri						Sat						Sun					
	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00	
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--	
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--	
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--	
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--	
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00	
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--	
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--	
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--	
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--	
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30	
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50	
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--	
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--	
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--	
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--	
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40	
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--	
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30	
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--	
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--	
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--	
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--	
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00	
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--	
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--	
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--	
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--	
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--	
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45	

Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	
Theale	06:30	13:00		06:30	13:00	
Tilehurst	06:25	12:55		06:25	12:55	
Tiverton Parkway	06:05	18:00		06:05	18:00	
Torquay	07:10	17:00		07:10	17:00	
Totnes	07:25	16:10		07:25	16:10	
Trowbridge	06:40	13:10		06:40	13:10	
Twyford	06:00	19:00		06:00	19:00	
Warminster	07:00	13:30		07:00	13:30	

Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Bath Spa	06:00	20:00		06:00	20:00	07:45	20:00		06:30	19:30	07:00	20:00	07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30	06:45	21:30		06:30	19:30	07:00	20:00	07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00	07:30	20:40		06:30	19:30	07:00	20:00	07:30	20:30
London Paddington	06:00	22:00		06:00	22:00	07:00	22:00		06:30	19:30	07:00	20:00	07:30	20:30
Oxford	06:00	20:00		07:30	20:00	08:00	19:00		06:30	19:30	07:00	20:00	08:00	19:00
Penzance	06:45	19:30		06:15	18:10	08:45	17:30		06:45	19:30	06:15	18:10	08:45	17:30
Plymouth	06:25	20:00		06:25	19:00	08:00	19:00		06:30	19:30	07:00	19:00	08:00	19:00
Reading	06:15	22:00		06:15	22:00	07:15	22:00		06:30	19:30	06:30	19:30	07:30	20:00
Swindon	06:30	20:00		06:30	19:30	08:00	20:00		06:30	19:30	07:00	20:00	08:00	20:00
Truro	06:45	20:05		06:40	19:05	09:15	18:30		06:45	20:05	06:40	19:05	09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Kemble**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Kemble is an Appendix A station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of Monday to Friday 06:30 to 13:00 and Saturday 07:30 to 14:00. This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Kemble has had 319 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- LIX. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- LX. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing.

Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Kemble

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.



The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Kemble is a village of South Gloucestershire, with an estimated population of just under 1,000 (2020). Whilst there is a small amount of tourist travel, the station is more widely used by commuters during weekdays, travelling mostly towards London Paddington and Reading. School pupils travel to Stroud and Swindon is also common from Kemble.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## **3. Evaluation of Options**

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers</p>

		<p>purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
262. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
263. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
264. Pregnancy / Maternity	N	This will not impact this protected characteristic
265. Race	N	This will not impact this protected characteristic
266. Religion / Belief	N	This will not impact this protected characteristic
267. Gender	N	This will not impact this protected characteristic
268. Sexual Orientation	N	This will not impact this protected characteristic
269. Marriage / Civil Partnership	N	This will not impact this protected characteristic
270. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	





## 8. Approval

### STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

#### **Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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#### **Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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#### **Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri		Sat		Sun		Mon-Fri		Sat		Sun						
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – Central Region**

**[Station] Keynsham**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Keynsham is an Appendix A station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of Monday – Friday 06.45-09.30. This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Keynsham had 108 Passenger Assist requests between 01/04/2022 to 31/03/2023.



The proposed changes can be divided into two activities:

- LXI. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- LXII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## **Location**

Keynsham

## **Timescale**

Dependent on agreement with all relevant parties.

## **2. Evidence**

### **Current Business Practices**

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self-service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

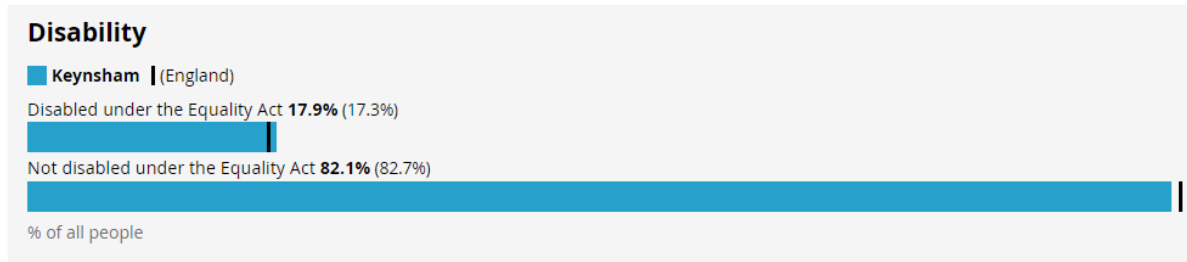
The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## Policies, Procedures and Requirements

### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.



Source: Office for National Statistics - Census 2021

Keynsham station is a commuter station situated between Bath Spa and Bristol Temple Meads.

### Local Plans

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

### 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p>

		<p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
271. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
272. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
273. Pregnancy / Maternity	N	This will not impact this protected characteristic
274. Race	N	This will not impact this protected characteristic
275. Religion / Belief	N	This will not impact this protected characteristic
276. Gender	N	This will not impact this protected characteristic
277. Sexual Orientation	N	This will not impact this protected characteristic
278. Marriage / Civil Partnership	N	This will not impact this protected characteristic
279. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	



## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours				Proposed hours			
Station	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		

Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--

Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours						Proposed hours					
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	09:00 16:30	07:30	19:00		07:30	19:00	09:00 16:30
St Erth	07:30	14:45		08:00	13:00	--:-- --:--	07:30	14:45		08:00	13:00	--:-- --:--
Stonehouse Glos	06:10	10:45		07:10	10:40	--:-- --:--	06:10	10:45		07:10	10:40	--:-- --:--
Stroud	06:30	18:00		07:15	14:30	09:45 17:00	06:30	18:00		07:15	14:30	09:45 17:00
Taunton	06:30	19:00		06:30	19:00	08:00 19:00	06:30	19:00		06:30	19:00	08:00 19:00
Teignmouth	07:10	19:00		07:00	14:00	--:-- --:--	07:10	19:00		07:00	14:00	--:-- --:--
Thatcham	06:00	12:30		06:50	13:20	--:-- --:--	06:00	12:30		06:50	13:20	--:-- --:--
Theale	06:30	13:00		07:00	13:30	--:-- --:--	06:30	13:00		07:00	13:30	--:-- --:--
Tilehurst	06:25	12:55		07:00	13:30	--:-- --:--	06:25	12:55		07:00	13:30	--:-- --:--
Tiverton Parkway	06:05	18:00		07:05	17:00	09:00 17:00	06:05	18:00		07:05	17:00	09:00 17:00
Torquay	07:10	17:00		07:00	17:00	09:40 17:10	07:10	17:00		07:00	17:00	09:40 17:10
Totnes	07:25	16:10		07:25	15:45	09:25 17:00	07:25	16:10		07:25	15:45	09:25 17:00
Trowbridge	06:40	13:10		06:40	14:50	09:20 16:50	06:40	13:10		06:40	14:50	09:20 16:50
Twyford	06:00	19:00		06:45	15:30	08:15 15:00	06:00	19:00		06:45	15:30	08:15 15:00
Warminster	07:00	13:30		--:--	--:--	--:-- --:--	07:00	13:30		--:--	--:--	--:-- --:--
Westbury Wilts	06:50	17:00		07:40	13:40	11:35 18:00	06:50	17:00		07:40	13:40	11:35 18:00
Weston-super-Mare	06:10	17:45		06:10	17:45	08:30 18:20	06:10	17:45		06:10	17:45	08:30 18:20

Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00



## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

[Name of Project] Station Reform

[GWR Sponsor Name] XXXXX

[GWR DIA Author Name (Promoter)] XXXXX / XXXXX

[Role] Regional Station Manager – East Region

[Station] Kingham

GRIP Stage: N/A

Version: 1

[Date] 22/06/26

GWR-DIA-2021

Edition	Date	Changes
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Kingham is an Appendix A station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 05:40 to 12:10 Monday to Friday and 06:40 to 13:10 Saturday. This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Kingham has had 44 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- LXIII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- LXIV. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing.

Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## **Location**

Kingham

## **Timescale**

Dependent on agreement with all relevant parties.

## **2. Evidence**

### **Current Business Practices**

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

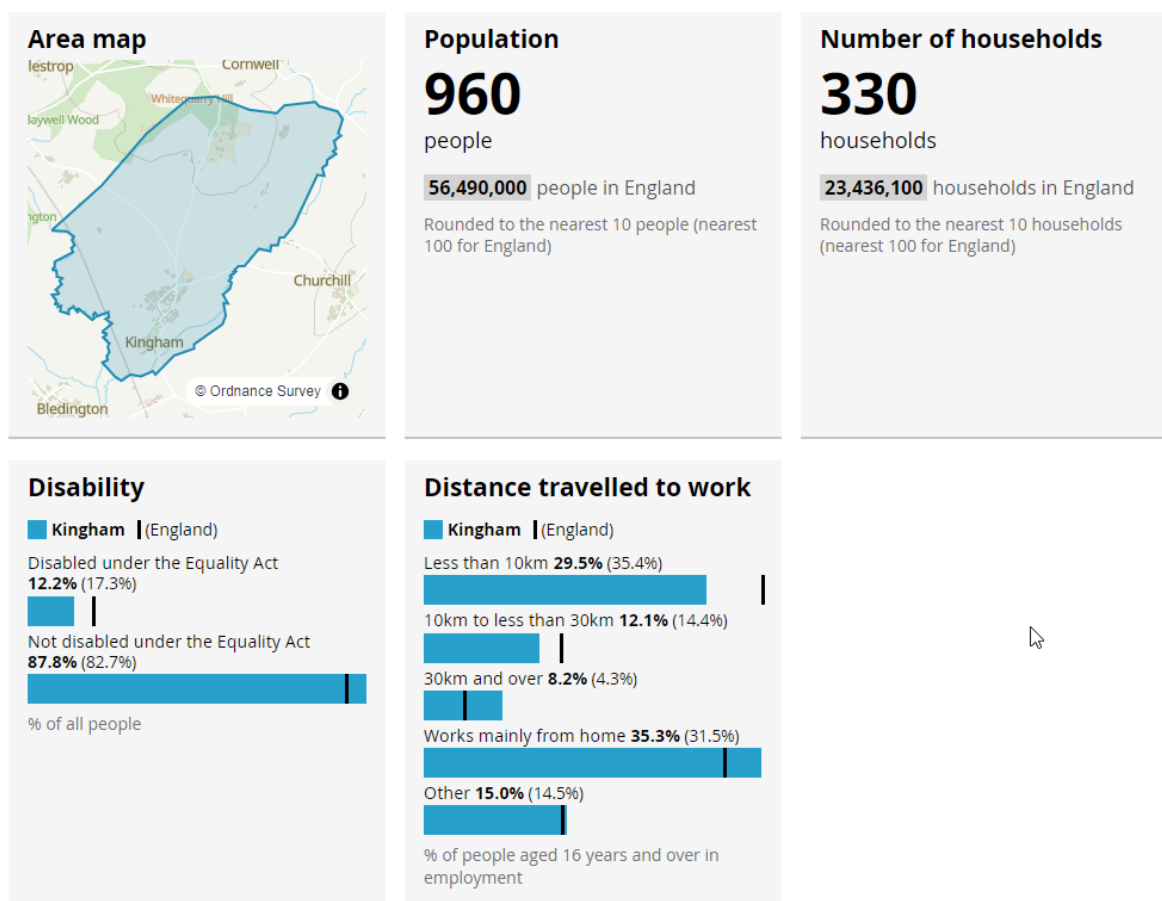
Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## Policies, Procedures and Requirements

### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

### Kingham



Source: Office for National Statistics - Census 2021

### Local Plans

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London. The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups. At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request. We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only</p>

		limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
280. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
281. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>



		Passenger Assistance will not be affected by these changes.
282. Pregnancy / Maternity	N	This will not impact this protected characteristic
283. Race	N	This will not impact this protected characteristic
284. Religion / Belief	N	This will not impact this protected characteristic
285. Gender	N	This will not impact this protected characteristic
286. Sexual Orientation	N	This will not impact this protected characteristic
287. Marriage / Civil Partnership	N	This will not impact this protected characteristic
288. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--



Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Liskeard Station**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Liskeard is an Appendix A station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 07:00 to 18:00 Monday to Friday, 08:00 to 18:00 on Saturday and 09:15 to 16:45 Sunday. This station has 1 TVM where staff will be available to assist

customers with purchasing tickets and to offer assistance. Liskeard has had 972 amount of Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- LXV. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- LXVI. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing.

Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Liskeard Station, Station Road, Liskeard PL14 4DX

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## Policies, Procedures and Requirements

### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Liskeard Station has the branch line for Looe which is a popular tourist branch line.

It is just over half a mile to the town centre and just under a mile to Liskeard School and Community College.

#### Long term health problem or disability

	Persons	
	Cornwall Local Authority	
	count	%
All usual residents	570,305	100.0
Disabled under the Equality Act: Day-to-day activities limited a lot	50,684	8.9
Disabled under the Equality Act: Day-to-day activities limited a little	69,886	12.3
Not disabled under the Equality Act: Has long term physical or mental health condition but day-to-day activities are not limited	42,337	7.4
Not disabled under the Equality Act: No long term physical or mental health conditions	407,398	71.4

In order to protect against disclosure of personal information, records have been swapped between different geographic areas and counts perturbed by small amounts. Small counts at the lowest geographies will be most affected.

Source: ONS - 2021 Census (TS038)

## Age

	Persons	
	Cornwall Local Authority	
	count	%
All usual residents	570,304	100.0
Aged 4 years and under	25,532	4.5
Aged 5 to 9 years	30,256	5.3
Aged 10 to 15 years	37,092	6.5
Aged 16 to 19 years	23,382	4.1
Aged 20 to 24 years	28,609	5.0
Aged 25 to 34 years	59,998	10.5
Aged 35 to 49 years	96,998	17.0
Aged 50 to 64 years	124,298	21.8
Aged 65 to 74 years	77,789	13.6
Aged 75 to 84 years	48,210	8.5
Aged 85 years and over	18,140	3.2

In order to protect against disclosure of personal information, records have been swapped between different geographic areas and counts perturbed by small amounts. Small counts at the lowest geographies will be most affected.

Source: ONS - 2021 Census (TS007)

## Local Plans

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

## Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the



railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

### 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>

<p>All ticket offices closed and a move to more flexible retail offering, after a transition period</p>	<p>Yes</p>	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
289. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
290. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
291. Pregnancy / Maternity	N	This will not impact this protected characteristic
292. Race	N	This will not impact this protected characteristic
293. Religion / Belief	N	This will not impact this protected characteristic
294. Gender	N	This will not impact this protected characteristic
295. Sexual Orientation	N	This will not impact this protected characteristic
296. Marriage / Civil Partnership	N	This will not impact this protected characteristic
297. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	





## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

---

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri		Sat		Sun		Mon-Fri		Sat		Sun						
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] London Paddington**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Paddington Station is an Appendix B station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 07.30-20.30 Mon-Fri. 07.00-20.00 Sat, 07.30-20.30 Sun. This station has 11 Ticket Vending Machines where staff will be available to assist customers with purchasing tickets and to offer assistance. Paddington Station has had 34,477 Passenger Assist requests

between 01/04/2022 and 31/03/2023. This station is a Network Rail Managed Station, where GWR currently provide retail for customers.

The proposed changes can be divided into two activities:

LXVII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.

LXVIII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.



## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

London Paddington

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self-service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Paddington Station is located in the heart of London, United Kingdom, and serves as a major transportation hub. It is situated in the Paddington area of the City of Westminster. The demographic surrounding Paddington Station is diverse and reflects the multicultural nature of the city.

The immediate vicinity of Paddington Station consists of a mix of residential, commercial, and retail spaces. It is a bustling area with high footfall due to the station's significant role as a transport interchange. The station is a major terminus for trains coming from west of London, including destinations such as Reading, Oxford, and Bristol, as well as an important hub for the London Underground network.

The area around Paddington Station is known for its vibrant atmosphere and is frequented by commuters, tourists, and local residents. The footfall around the station is high throughout the day, with peaks during the morning and evening rush hours.

Demographically, the area attracts a diverse range of people. It is home to a mix of professionals, students, and families. The station's proximity to several educational institutions, including the University of Westminster and Imperial College London, contributes to the presence of a student population.

The retail offerings around Paddington Station cater to the diverse needs of the population. There are a variety of shops, including convenience stores, supermarkets, clothing boutiques, and restaurants, serving different cuisines. The area also features hotels and accommodations to cater to the needs of travellers passing through the station.

Given its central location and excellent transport links, Paddington Station serves as a gateway to many attractions and landmarks in London. Tourists often pass through the station on their way to popular destinations like Hyde Park, Kensington Palace, and Notting Hill.

In summary, the demographic surrounding Paddington Station is a vibrant mix of commuters, residents, students, and tourists. The area benefits from high footfall due to the station's role as a major transport interchange, and it offers a diverse range of amenities to cater to the needs of its diverse population.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of</p>

		Passenger Assistance and offer a more flexible service to all our customers.
Keep some ticket offices open at some stations, outside the transition process	No	The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.



This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
298. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
299. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
300. Pregnancy / Maternity	N	This will not impact this protected characteristic
301. Race	N	This will not impact this protected characteristic
302. Religion / Belief	N	This will not impact this protected characteristic
303. Gender	N	This will not impact this protected characteristic
304. Sexual Orientation	N	This will not impact this protected characteristic
305. Marriage / Civil Partnership	N	This will not impact this protected characteristic
306. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	



## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## 8. Approval

### STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

#### **Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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#### **Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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#### **Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

---

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## GWR BEAP Chair

Name: [Name]

Signature:

Date:

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## Business Assurance Director

Name: [Name]

Role: [Role]

Signature:

Date:

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## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours	Proposed hours
--	---------------	----------------

Station	Mon-Fri		Sat		Sun			Mon-Fri		Sat		Sun	
Barnstaple	06:15	17:50	06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00	07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35	07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30	06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50	07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15	06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00	07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00	07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00	--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30	07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20	06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15	06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00	05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40	07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30	08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30	--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00	07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40	06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50	07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15	07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25	07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15	--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00	06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--
Furze Platt	06:45	11:30	--:--	--:--	--:--	--:--		06:45	11:30	--:--	--:--	--:--	--:--
Gloucester	06:00	19:00	07:00	19:00	09:00	18:00		06:00	19:00	07:00	19:00	09:00	18:00
Goring & Streatley	06:15	12:45	07:00	13:30	--:--	--:--		06:15	12:45	07:00	13:30	--:--	--:--
Henley-On-Thames	06:00	13:00	07:00	13:00	--:--	--:--		06:00	13:00	07:00	13:00	--:--	--:--
Kemble	06:30	13:00	07:30	14:00	--:--	--:--		06:30	13:00	07:30	14:00	--:--	--:--
Keynsham	06:45	09:30	--:--	--:--	--:--	--:--		06:45	09:30	--:--	--:--	--:--	--:--
Kingham	05:40	12:10	06:40	13:10	--:--	--:--		05:40	12:10	06:40	13:10	--:--	--:--
Liskeard	07:00	18:00	08:00	18:00	09:15	16:45		07:00	18:00	08:00	18:00	09:15	16:45

Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	
Theale	06:30	13:00		06:30	13:00	
Tilehurst	06:25	12:55		06:25	12:55	
Tiverton Parkway	06:05	18:00		06:05	18:00	
Torquay	07:10	17:00		07:10	17:00	
Totnes	07:25	16:10		07:25	16:10	
Trowbridge	06:40	13:10		06:40	13:10	
Twyford	06:00	19:00		06:00	19:00	
Warminster	07:00	13:30		07:00	13:30	

Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00



## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat		Sun		Mon-Fri	Sat		Sun								
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:00</b>		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		<b>06:30</b>	<b>19:30</b>		<b>06:30</b>	<b>19:30</b>		<b>07:30</b>	<b>20:00</b>
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA) *This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Maidenhead**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Maidenhead, is an Appendix B station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 0630-1930 Mon-Fri, 0700-2000 Sat, 0800-1900 Sun. This station has 6 TVM's where staff will be available to assist customers with purchasing tickets and to offer assistance. Maidenhead, has had 684 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- LXIX. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- LXX. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be

available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

M Maidenhead

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## Policies, Procedures and Requirements

### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Long term health problem or disability  
Persons

	Windsor and Maidenhead Local Authority	
	count	%
All usual residents	153,496	100.0
Disabled under the Equality Act: Day-to-day activities limited a lot	7,191	4.7
Disabled under the Equality Act: Day-to-day activities limited a little	11,715	7.6
Not disabled under the Equality Act: Has long term physical or mental health condition but day-to-day activities are not limited	10,198	6.6
Not disabled under the Equality Act: No long term physical or mental health conditions	124,392	81.0

Source: ONS - 2021 Census (TS038)

In order to protect against disclosure of personal information, records have been swapped between different geographic areas and counts perturbed by small amounts. Small counts at the lowest geographies will be most affected.

### Local Plans

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request. We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p>

		Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.
Keep some ticket offices open at some stations, outside the transition process	No	The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.



This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.



#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
307. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
308. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
309. Pregnancy / Maternity	N	This will not impact this protected characteristic
310. Race	N	This will not impact this protected characteristic
311. Religion / Belief	N	This will not impact this protected characteristic
312. Gender	N	This will not impact this protected characteristic
313. Sexual Orientation	N	This will not impact this protected characteristic
314. Marriage / Civil Partnership	N	This will not impact this protected characteristic
315. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

---

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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## GWR BEAP Chair

Name: [Name]

Signature:

Date:

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## Business Assurance Director

Name: [Name]

Role: [Role]

Signature:

Date:

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## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours	Proposed hours
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Station	Mon-Fri						Sat						Sun					
	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00	
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--	
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--	
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--	
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--	
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00	
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--	
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--	
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--	
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--	
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30	
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50	
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--	
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--	
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--	
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--	
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40	
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--	
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30	
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--	
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--	
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--	
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--	
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00	
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--	
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--	
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--	
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--	
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--	
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45	

Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Painton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	
Theale	06:30	13:00		06:30	13:00	
Tilehurst	06:25	12:55		06:25	12:55	
Tiverton Parkway	06:05	18:00		06:05	18:00	
Torquay	07:10	17:00		07:10	17:00	
Totnes	07:25	16:10		07:25	16:10	
Trowbridge	06:40	13:10		06:40	13:10	
Twyford	06:00	19:00		06:00	19:00	
Warminster	07:00	13:30		07:00	13:30	

Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Moreton-in-Marsh**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Moreton-in-Marsh is an Appendix A station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 06:30 to 13:00 Monday to Saturday. This

station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Moreton-in-Marsh has had 247 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- LXXI. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- LXXII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing.

Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Moreton-in-Marsh

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

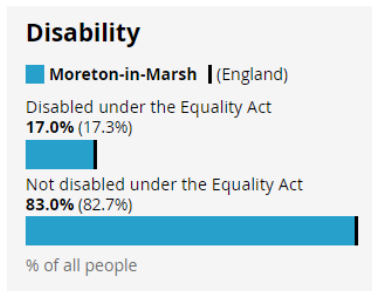
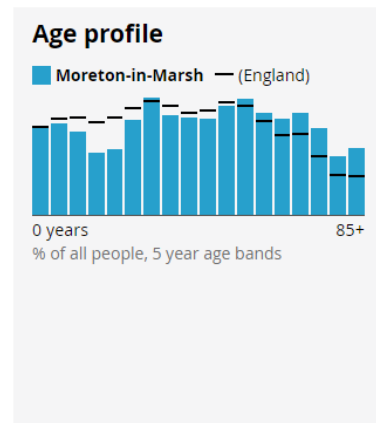
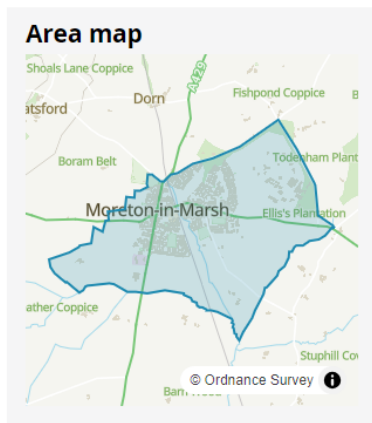
Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## Policies, Procedures and Requirements

### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

### Moreton-in-Marsh



Source: Office for National Statistics - Census 2021

### Local Plans

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.



Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network

		remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
316. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
317. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
318. Pregnancy / Maternity	N	This will not impact this protected characteristic
319. Race	N	This will not impact this protected characteristic
320. Religion / Belief	N	This will not impact this protected characteristic
321. Gender	N	This will not impact this protected characteristic
322. Sexual Orientation	N	This will not impact this protected characteristic
323. Marriage / Civil Partnership	N	This will not impact this protected characteristic
324. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	





## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Mortimer**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Mortimer, is an Appendix A station and as part of these proposals it will not have a ticket office after the initial 12 months transition period. Mortimer will have a ticket office in place for the transition period with operating hours of Mon-Fri 06:30-13:00, Sat 07:30-14:00. This station has 1 TVM where staff will be

available to assist customers with purchasing tickets and to offer assistance. Mortimer has had 31 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

LXXIII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.

LXXIV. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.



## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Mortimer

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## Policies, Procedures and Requirements

### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Mortimer is a ward in West Berkshire of South East, England and includes areas of Mortimer, Mortimer West End, Mortimer Common, Goddards Green, Goddard's Green, Stratfield Mortimer, Wokefield, Warrennes Wood, Wokefield Green, Burghfield Common, Oakfield, Stratfield, Theale, Sulhamstead, Padworth, Brimpton Common, Ufton Green, Round Oak, Lower Padworth, Ufton Nervet, Aldermaston Wharf, Padworth Common, Aldermaston, Whitehouse Green, Brimpton and Sulhamstead Abbots.

In the 2011 census the population of Mortimer was 5,732 and is made up of approximately 50% females and 50% males.

The average age of people in Mortimer is 40, while the median age is higher at 42.

87.3% of people living in Mortimer were born in England. Other top answers for country of birth were 1.7% Scotland, 1.7% Wales, 1.1% South Africa, 0.8% China, 0.5% Ireland, 0.4% Northern Ireland, 0.3% United States, 0.3% India, 0.3% Australia.

58.2% of people are married, 10.1% cohabit with a member of the opposite sex, 0.5% live with a partner of the same sex, 16.8% are single and have never married or been in a registered same sex partnership, 7.7% are separated or divorced. There are 252 widowed people living in Mortimer.

The top occupations listed by people in Mortimer are Professional 23.7%, Managers, directors and senior officials 17.3%, Associate professional and technical 15.4%, Corporate managers and directors 12.4%, Administrative and secretarial 11.3%, Business and public service associate professionals 9.7%, Skilled trades 9.6%, Science, research, engineering and technology professionals 9.0%, Caring, leisure and other service 8.0%, Administrative 7.9%.

### Local Plans

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably

		<p>less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
<p>All ticket offices closed and a move to more flexible retail offering, after a transition period</p>	<p>Yes</p>	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
325. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
326. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
327. Pregnancy / Maternity	N	This will not impact this protected characteristic
328. Race	N	This will not impact this protected characteristic
329. Religion / Belief	N	This will not impact this protected characteristic
330. Gender	N	This will not impact this protected characteristic
331. Sexual Orientation	N	This will not impact this protected characteristic
332. Marriage / Civil Partnership	N	This will not impact this protected characteristic
333. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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## GWR BEAP Chair

Name: [Name]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Business Assurance Director

Name: [Name]

Role: [Role]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours	Proposed hours
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Station	Mon-Fri						Sat						Sun					
	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00	
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--	
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--	
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--	
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--	
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00	
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--	
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--	
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--	
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--	
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30	
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50	
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--	
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--	
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--	
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--	
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40	
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--	
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30	
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--	
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--	
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--	
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--	
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00	
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--	
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--	
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--	
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--	
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--	
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45	

Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	
Theale	06:30	13:00		06:30	13:00	
Tilehurst	06:25	12:55		06:25	12:55	
Tiverton Parkway	06:05	18:00		06:05	18:00	
Torquay	07:10	17:00		07:10	17:00	
Totnes	07:25	16:10		07:25	16:10	
Trowbridge	06:40	13:10		06:40	13:10	
Twyford	06:00	19:00		06:00	19:00	
Warminster	07:00	13:30		07:00	13:30	

Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.



If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Nailsea and Backwell**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Nailsea and Backwell, is an Appendix A station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 06:30 to 09:45 Monday to Friday. This station has 2

TVM's where staff will be available to assist customers with purchasing tickets and to offer assistance. Nailsea and Backwell has had no Passenger Assist requests between 01/04/2022 and 31/03/2023. The station has an unsecured waiting shelter on each platform and an uncompliant ramp on the Bristol bound side of the station. The other platform going southbound has steps with no ramp access. There are no lifts at the station.

The proposed changes can be divided into two activities:

LXXV. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.

LXXVI. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing.

Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Nailsea & Backwell Railway Station, Station Road, Backwell, Somerset, BS48 3LH

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

20.7% of the local population are aged 50 to 64 years, 95.2% of the population have English as their first language. 1.9% of the population is unemployed and 0.8% of the population use the train to get to work. 15% of the population do not have a car. 17.7% of the population have a disability.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## **3. Evaluation of Options**

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p>

		<p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
334. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
335. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
336. Pregnancy / Maternity	N	This will not impact this protected characteristic
337. Race	N	This will not impact this protected characteristic
338. Religion / Belief	N	This will not impact this protected characteristic
339. Gender	N	This will not impact this protected characteristic
340. Sexual Orientation	N	This will not impact this protected characteristic
341. Marriage / Civil Partnership	N	This will not impact this protected characteristic
342. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation



Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	



Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri		Sat		Sun		Mon-Fri		Sat		Sun						
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:00</b>		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		<b>06:30</b>	<b>19:30</b>		<b>06:30</b>	<b>19:30</b>		<b>07:30</b>	<b>20:00</b>
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Newbury**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Newbury is an Appendix A station and as part of these proposals it will not have a ticket office after the initial 12 months transition period. Newbury will have a ticket office in place for the transition period with operating hours of Sun 08:30-17:00, Mon-Fri 06:30-19:30, Sat 07:00-21:00. This station has 4 TVM's where staff will be available to assist customers with purchasing tickets and to offer assistance. Newbury has had

1174 Passenger Assist requests between 01/04/2022 and 31/03/2023. Newbury has recently had a redevelopment to the station and a hybrid approach, with staff being out from behind a counter to assist passengers, has been in place for several months.

The proposed changes can be divided into two activities:

LXXVII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.

LXXVIII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Newbury

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self-service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## Policies, Procedures and Requirements

### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Newbury has two very narrowly buffered settlements, [Thatcham](#) (25,267 inh. as at 2011) and [Shaw cum Donnington](#) (1,686 inh. as at 2011) forming an identifiable, informal greater Newbury urban and suburban conglomeration. In major use classes 11% of Newbury's land is occupied by roads and as of 2005, 34% of its land was occupied by domestic gardens.

**2011 Published Statistics: Population, home ownership and extracts from Physical Environment, surveyed in 2005<sup>[25]</sup>**

Output area	Home owned outright	Owned with a loan	Socially rented	Privately rented	Other	km <sup>2</sup> roads	km <sup>2</sup> water	km <sup>2</sup> domestic gardens	Usual residents	km <sup>2</sup>
Civil parish	3816	4549	2589	2464	133	1.146	0.189	3.430	41075	9.9

### Local Plans

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own

		<p>right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
<p>All ticket offices closed and a move to more flexible retail offering, after a transition period</p>	<p>Yes</p>	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.



#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
343. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
344. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
345. Pregnancy / Maternity	N	This will not impact this protected characteristic
346. Race	N	This will not impact this protected characteristic
347. Religion / Belief	N	This will not impact this protected characteristic
348. Gender	N	This will not impact this protected characteristic
349. Sexual Orientation	N	This will not impact this protected characteristic
350. Marriage / Civil Partnership	N	This will not impact this protected characteristic
351. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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## GWR BEAP Chair

Name: [Name]

Signature:

Date:

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## Business Assurance Director

Name: [Name]

Role: [Role]

Signature:

Date:

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## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours	Proposed hours
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Station	Mon-Fri						Sat						Sun					
	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00	
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--	
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--	
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--	
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--	
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00	
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--	
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--	
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--	
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--	
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30	
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50	
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--	
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--	
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--	
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--	
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40	
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--	
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30	
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--	
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--	
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--	
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--	
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00	
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--	
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--	
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--	
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--	
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--	
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45	

Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	
Theale	06:30	13:00		06:30	13:00	
Tilehurst	06:25	12:55		06:25	12:55	
Tiverton Parkway	06:05	18:00		06:05	18:00	
Torquay	07:10	17:00		07:10	17:00	
Totnes	07:25	16:10		07:25	16:10	
Trowbridge	06:40	13:10		06:40	13:10	
Twyford	06:00	19:00		06:00	19:00	
Warminster	07:00	13:30		07:00	13:30	

Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:00</b>		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		<b>06:30</b>	<b>19:30</b>		<b>06:30</b>	<b>19:30</b>		<b>07:30</b>	<b>20:00</b>
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA) *This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Newton Abbot**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Newton Abbot is an Appendix A station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 06:30 to 19:10 Monday to Friday, 06:30 to 17:50 Saturday and 08:45 to 18:10 Sunday. This station has 2 TVM's where staff will be available to

assist customers with purchasing tickets and to offer assistance. Newton Abbot has had 7920 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

LXXIX. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.

LXXX. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing.

Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Newton Abbot

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self-service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## Policies, Procedures and Requirements

### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Newton Abbot is a historic market town within Teignbridge Local Authority. The station is located near to the local racecourse, which increases customer footfall on race days. The station is a main transfer point to the branch line serving the Riviera Branch Line which serves Torquay and Paignton, these are popular tourist destinations in the summer months. The station is also used by school children travelling to Grammar schools in Torbay. The 2021 census shows the local authority resident count to be 134,803. This is broken down as follows:

Age	Persons	
	Teignbridge Local Authority	
	count	%
All usual residents	134,805	100.0
Aged 4 years and under	5,905	4.4
Aged 5 to 9 years	6,891	5.1
Aged 10 to 15 years	8,545	6.3
Aged 16 to 19 years	4,923	3.7
Aged 20 to 24 years	5,588	4.1
Aged 25 to 34 years	13,642	10.1
Aged 35 to 49 years	22,428	16.6
Aged 50 to 64 years	30,446	22.6
Aged 65 to 74 years	19,190	14.2
Aged 75 to 84 years	12,291	9.1
Aged 85 years and over	4,956	3.7

In order to protect against disclosure of personal information, records have been swapped between different geographic areas and counts perturbed by small amounts. Small counts at the lowest geographies will be most affected.

Source: ONS - 2021 Census (TS007)



## Long term health problem or disability

	Persons	
	Teignbridge Local Authority	
	count	%
All usual residents	134,803	100.0
Disabled under the Equality Act: Day-to-day activities limited a lot	10,936	8.1
Disabled under the Equality Act: Day-to-day activities limited a little	16,475	12.2
Not disabled under the Equality Act: Has long term physical or mental health condition but day-to-day activities are not limited	10,885	8.1
Not disabled under the Equality Act: No long term physical or mental health conditions	96,507	71.6

In order to protect against disclosure of personal information, records have been swapped between different geographic areas and counts perturbed by small amounts. Small counts at the lowest geographies will be most affected.

Source: ONS - 2021 Census (TS038)

### Local Plans

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p>

		This option provides the greater consistency across the network.
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
352. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
353. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
354. Pregnancy / Maternity	N	This will not impact this protected characteristic
355. Race	N	This will not impact this protected characteristic
356. Religion / Belief	N	This will not impact this protected characteristic
357. Gender	N	This will not impact this protected characteristic
358. Sexual Orientation	N	This will not impact this protected characteristic
359. Marriage / Civil Partnership	N	This will not impact this protected characteristic
360. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	





## 8. Approval

### STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

#### Project Manager (Promoter)

Name: [Name]

Role: [Role]

Signature:

Date:

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#### Sponsor (Client Rep.)

Name: [Name]

Role: [Role]

Signature:

Date:

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#### Head of Department

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Crowthorne**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 11/07/23**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

North Camp, is an Appendix A station, this station won't have a ticket office after the initial 12 months transition period and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 06:30-13:00 Mon- Fri and 07:10-13.45 on Saturday. This station has 2 TVM's where staff



will be available to assist customers with purchasing tickets and to offer assistance. North Camp has had 181 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

LXXXI. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.

LXXXII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

North Camp

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.



The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

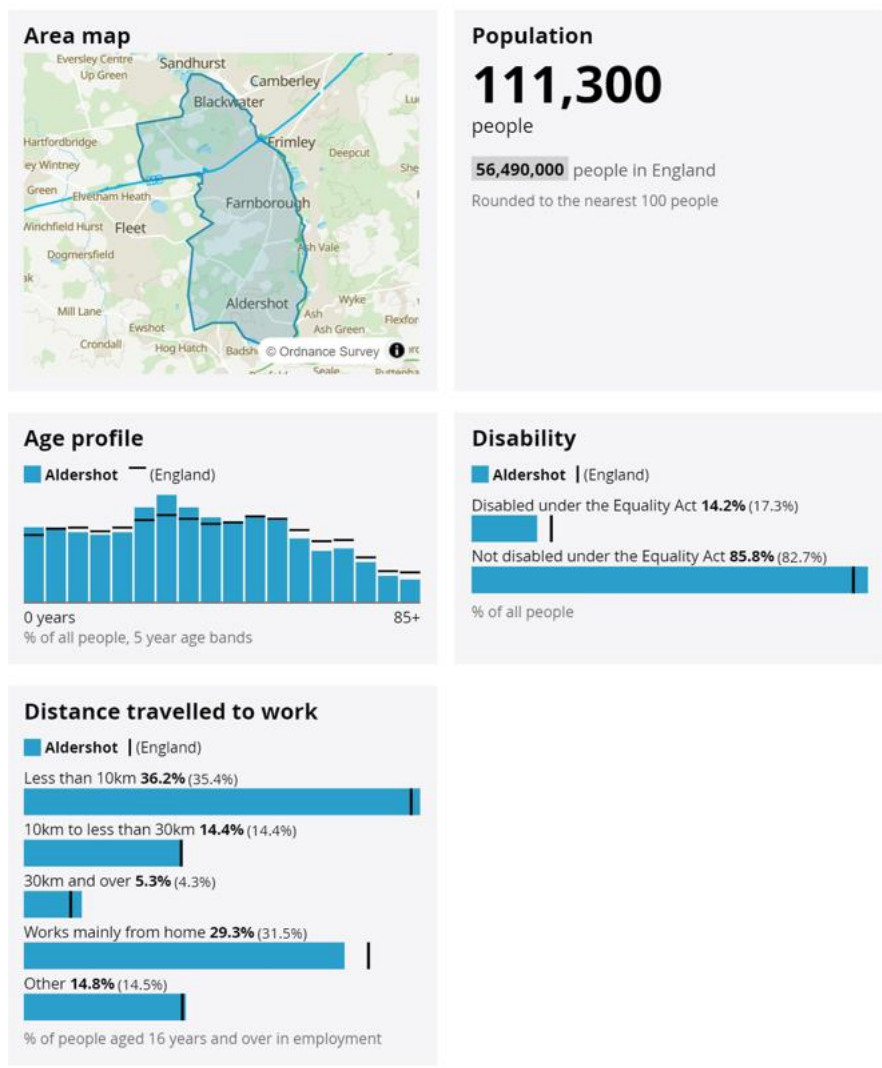
Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

## Aldershot



Source: Office for National Statistics - Census 2021

### Local Plans

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>

<p>Keep some ticket offices open at some stations, outside the transition process</p>	<p>No</p>	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
<p>All ticket offices closed and a move to more flexible retail offering, after a transition period</p>	<p>Yes</p>	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010,

<http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.



#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
361. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
362. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>



		Passenger Assistance will not be affected by these changes.
363. Pregnancy / Maternity	N	This will not impact this protected characteristic
364. Race	N	This will not impact this protected characteristic
365. Religion / Belief	N	This will not impact this protected characteristic
366. Gender	N	This will not impact this protected characteristic
367. Sexual Orientation	N	This will not impact this protected characteristic
368. Marriage / Civil Partnership	N	This will not impact this protected characteristic
369. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## 8. Approval

### STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

#### Project Manager (Promoter)

Name: Kevin King  
Role: Station Manager  
Signature: *Kevin King*

Date: 11/07/23

#### Sponsor (Client Rep.)

Name: [Name]  
Role: [Role]  
Signature:

Date:

#### Head of Department

Name: [Name]  
Role: [Role]  
Signature:

Date:

## GWR BEAP Chair

Name: [Name]

Signature:

Date:

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## Business Assurance Director

Name: [Name]

Role: [Role]

Signature:

Date:

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## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

Station	Current Hours						Proposed hours						
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	
Barnstaple	06:15	17:50		06:15	17:50	09:20 16:40		06:15	17:50		06:15	17:50	09:20 16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35 18:00		07:00	18:00		07:00	18:00	10:35 18:00
Bourne End	06:05	12:35		07:05	13:35	--:-- --:--		06:05	12:35		07:05	13:35	--:-- --:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:-- --:--		06:20	13:30		06:20	13:30	--:-- --:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:-- --:--		06:20	12:50		07:20	13:30	--:-- --:--
Bridgwater	06:30	14:15		06:30	14:15	--:-- --:--		06:30	14:15		06:30	14:15	--:-- --:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30 19:00		<b>06:30 19:30</b>		07:00	18:00	08:30 19:00	
Camborne	07:00	14:00		07:30	14:00	--:-- --:--		07:00	14:00		07:30	14:00	--:-- --:--
Castle Bar Park	07:00	10:00		--:-- --:--	--:-- --:--	--:-- --:--		07:00	10:00		--:-- --:--	--:-- --:--	--:-- --:--
Castle Cary	07:30	18:30		07:30	16:30	--:-- --:--		07:30	18:30		07:30	16:30	--:-- --:--
Charlbury	05:50	12:20		06:45	13:15	--:-- --:--		05:50	12:20		06:45	13:15	--:-- --:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00 16:30		06:30	19:30		07:00	19:15	09:00 16:30
Chippenham	05:50	20:00		05:50	19:30	07:40 19:50		<b>06:30 19:30</b>		07:00	19:30	07:40 19:50	
Cholsey	06:10	12:40		07:00	13:30	--:-- --:--		06:10	12:40		07:00	13:30	--:-- --:--
Cookham	06:50	11:30		08:00	11:30	--:-- --:--		06:50	11:30		08:00	11:30	--:-- --:--
Crowthorne	06:45	10:30		--:-- --:--	--:-- --:--	--:-- --:--		06:45	10:30		--:-- --:--	--:-- --:--	--:-- --:--
Dawlish	07:05	19:00		07:00	14:00	--:-- --:--		07:05	19:00		07:00	14:00	--:-- --:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00 19:40		<b>06:30 19:30</b>		<b>07:00 19:40</b>		08:00 19:40	
Evesham	06:20	12:50		07:20	13:50	--:-- --:--		06:20	12:50		07:20	13:50	--:-- --:--
Exeter Central	07:50	18:15		07:50	18:15	09:30 16:30		07:50	18:15		07:50	18:15	09:30 16:30
Exmouth	07:10	15:25		07:10	15:25	--:-- --:--		07:10	15:25		07:10	15:25	--:-- --:--
Filton Abbey Wood	16:15	19:15		--:-- --:--	--:-- --:--	--:-- --:--		16:15	19:15		--:-- --:--	--:-- --:--	--:-- --:--
Frome	06:30	12:00		06:30	12:50	--:-- --:--		06:30	12:00		06:30	12:50	--:-- --:--
Furze Platt	06:45	11:30		--:-- --:--	--:-- --:--	--:-- --:--		06:45	11:30		--:-- --:--	--:-- --:--	--:-- --:--
Gloucester	06:00	19:00		07:00	19:00	09:00 18:00		06:00	19:00		07:00	19:00	09:00 18:00
Goring & Streatley	06:15	12:45		07:00	13:30	--:-- --:--		06:15	12:45		07:00	13:30	--:-- --:--
Henley-On-Thames	06:00	13:00		07:00	13:00	--:-- --:--		06:00	13:00		07:00	13:00	--:-- --:--
Kemble	06:30	13:00		07:30	14:00	--:-- --:--		06:30	13:00		07:30	14:00	--:-- --:--
Keynsham	06:45	09:30		--:-- --:--	--:-- --:--	--:-- --:--		06:45	09:30		--:-- --:--	--:-- --:--	--:-- --:--
Kingham	05:40	12:10		06:40	13:10	--:-- --:--		05:40	12:10		06:40	13:10	--:-- --:--





Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri		Sat		Sun		Mon-Fri		Sat		Sun						
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – Central Region**

**[Station] Oldfield Park**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Oldfield Park is an Appendix A station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of Monday – Friday 06.30-10.30. This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance.

The proposed changes can be divided into two activities:

- LXXXIII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- LXXXIV. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## **Location**

Oldfield Park

## **Timescale**

Dependent on agreement with all relevant parties.

## **2. Evidence**

### **Current Business Practices**

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self-service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

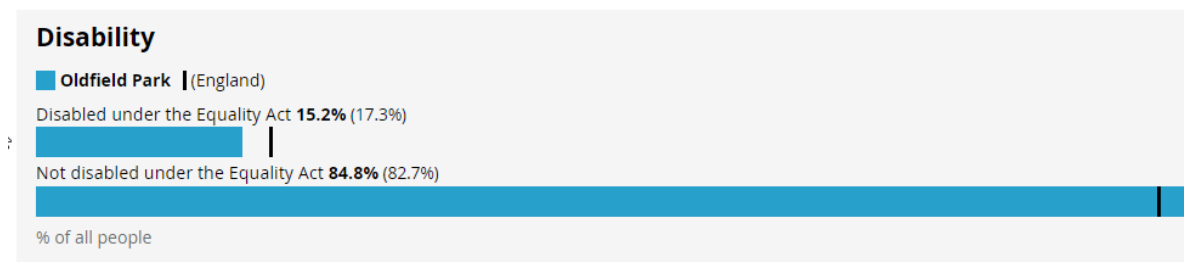
The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## Policies, Procedures and Requirements

### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.



Source: Office for National Statistics - Census 2021

Oldfield Park is serving the mainly residential areas of southern Bath,

### Local Plans

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

### 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p>



		<p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
--	--	---

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
370. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
371. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
372. Pregnancy / Maternity	N	This will not impact this protected characteristic
373. Race	N	This will not impact this protected characteristic
374. Religion / Belief	N	This will not impact this protected characteristic
375. Gender	N	This will not impact this protected characteristic
376. Sexual Orientation	N	This will not impact this protected characteristic
377. Marriage / Civil Partnership	N	This will not impact this protected characteristic
378. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

---

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

---

---

**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun

Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--

Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours						Proposed hours					
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	09:00 16:30		07:30	19:00	07:30	19:00	09:00 16:30
St Erth	07:30	14:45		08:00	13:00	--:-- --:--		07:30	14:45	08:00	13:00	--:-- --:--
Stonehouse Glos	06:10	10:45		07:10	10:40	--:-- --:--		06:10	10:45	07:10	10:40	--:-- --:--
Stroud	06:30	18:00		07:15	14:30	09:45 17:00		06:30	18:00	07:15	14:30	09:45 17:00
Taunton	06:30	19:00		06:30	19:00	08:00 19:00		06:30	19:00	06:30	19:00	08:00 19:00
Teignmouth	07:10	19:00		07:00	14:00	--:-- --:--		07:10	19:00	07:00	14:00	--:-- --:--
Thatcham	06:00	12:30		06:50	13:20	--:-- --:--		06:00	12:30	06:50	13:20	--:-- --:--
Theale	06:30	13:00		07:00	13:30	--:-- --:--		06:30	13:00	07:00	13:30	--:-- --:--
Tilehurst	06:25	12:55		07:00	13:30	--:-- --:--		06:25	12:55	07:00	13:30	--:-- --:--
Tiverton Parkway	06:05	18:00		07:05	17:00	09:00 17:00		06:05	18:00	07:05	17:00	09:00 17:00
Torquay	07:10	17:00		07:00	17:00	09:40 17:10		07:10	17:00	07:00	17:00	09:40 17:10
Totnes	07:25	16:10		07:25	15:45	09:25 17:00		07:25	16:10	07:25	15:45	09:25 17:00
Trowbridge	06:40	13:10		06:40	14:50	09:20 16:50		06:40	13:10	06:40	14:50	09:20 16:50
Twyford	06:00	19:00		06:45	15:30	08:15 15:00		06:00	19:00	06:45	15:30	08:15 15:00
Warminster	07:00	13:30		--:--	--:--	--:-- --:--		07:00	13:30	--:--	--:--	--:-- --:--
Westbury Wilts	06:50	17:00		07:40	13:40	11:35 18:00		06:50	17:00	07:40	13:40	11:35 18:00
Weston-super-Mare	06:10	17:45		06:10	17:45	08:30 18:20		06:10	17:45	06:10	17:45	08:30 18:20

Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri		Sat		Sun		Mon-Fri		Sat		Sun						
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Oxford**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Oxford is an Appendix B station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 06:30-19:30 This station has 8 TVM's where staff will be available to assist customers with purchasing tickets and to offer assistance. Oxford has had 5364 amount of Passenger Assist requests between 01/04/2022 and 31/03/2023

The proposed changes can be divided into two activities:

- LXXXV. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- LXXXVI. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Oxford

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self-service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.



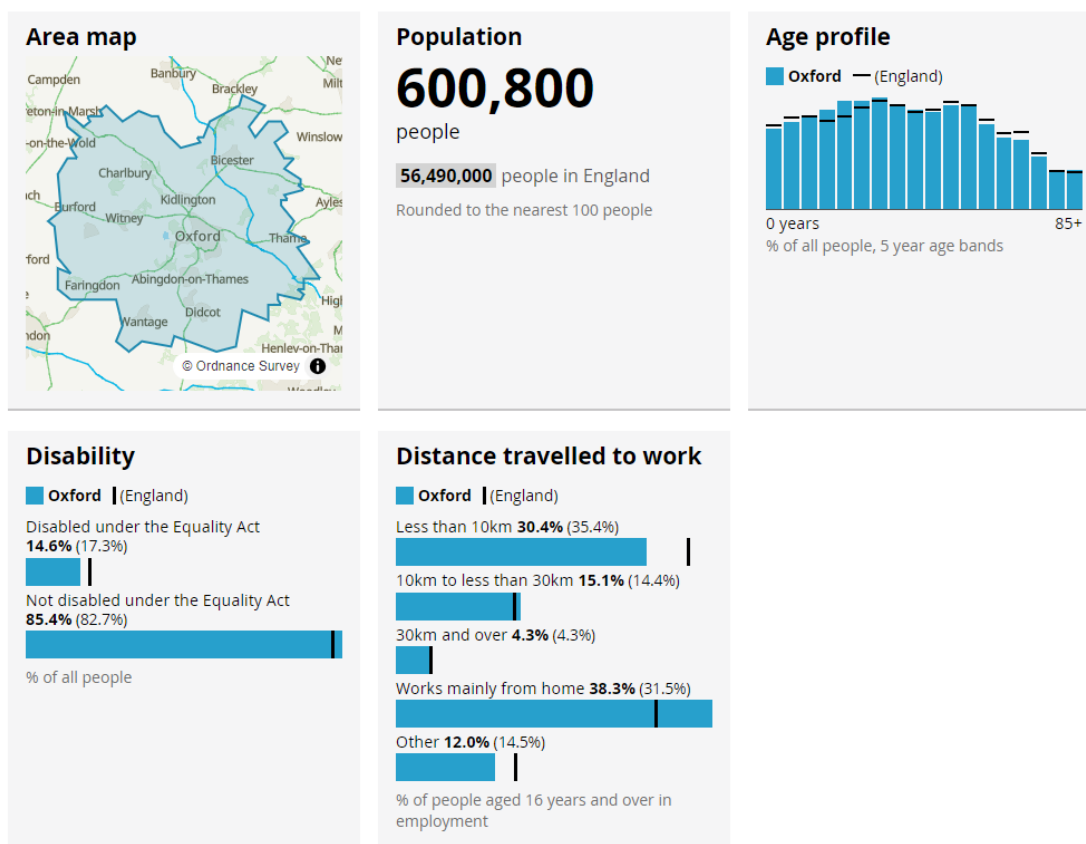
Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## Policies, Procedures and Requirements

### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

#### Oxford



Source: Office for National Statistics - Census 2021

### Local Plans

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>

<p>Keep some ticket offices open at some stations, outside the transition process</p>	<p>No</p>	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
<p>All ticket offices closed and a move to more flexible retail offering, after a transition period</p>	<p>Yes</p>	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010,

<http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.



#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
379. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
380. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
381. Pregnancy / Maternity	N	This will not impact this protected characteristic
382. Race	N	This will not impact this protected characteristic
383. Religion / Belief	N	This will not impact this protected characteristic
384. Gender	N	This will not impact this protected characteristic
385. Sexual Orientation	N	This will not impact this protected characteristic
386. Marriage / Civil Partnership	N	This will not impact this protected characteristic
387. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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## GWR BEAP Chair

Name: [Name]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Business Assurance Director

Name: [Name]

Role: [Role]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours	Proposed hours
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Station	Mon-Fri						Sat						Sun					
	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00	
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--	
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--	
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--	
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--	
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00	
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--	
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--	
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--	
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--	
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30	
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50	
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--	
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--	
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--	
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--	
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40	
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--	
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30	
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--	
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--	
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--	
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--	
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00	
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--	
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--	
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--	
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--	
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--	
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45	

Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	
Theale	06:30	13:00		06:30	13:00	
Tilehurst	06:25	12:55		06:25	12:55	
Tiverton Parkway	06:05	18:00		06:05	18:00	
Torquay	07:10	17:00		07:10	17:00	
Totnes	07:25	16:10		07:25	16:10	
Trowbridge	06:40	13:10		06:40	13:10	
Twyford	06:00	19:00		06:00	19:00	
Warminster	07:00	13:30		07:00	13:30	

Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Bath Spa	06:00	20:00		06:00	20:00	07:45	20:00		06:30	19:30	07:00	20:00	07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30	06:45	21:30		06:30	19:30	07:00	20:00	07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00	07:30	20:40		06:30	19:30	07:00	20:00	07:30	20:30
London Paddington	06:00	22:00		06:00	22:00	07:00	22:00		06:30	19:30	07:00	20:00	07:30	20:30
Oxford	06:00	20:00		07:30	20:00	08:00	19:00		06:30	19:30	07:00	20:00	08:00	19:00
Penzance	06:45	19:30		06:15	18:10	08:45	17:30		06:45	19:30	06:15	18:10	08:45	17:30
Plymouth	06:25	20:00		06:25	19:00	08:00	19:00		06:30	19:30	07:00	19:00	08:00	19:00
Reading	06:15	22:00		06:15	22:00	07:15	22:00		06:30	19:30	06:30	19:30	07:30	20:00
Swindon	06:30	20:00		06:30	19:30	08:00	20:00		06:30	19:30	07:00	20:00	08:00	20:00
Truro	06:45	20:05		06:40	19:05	09:15	18:30		06:45	20:05	06:40	19:05	09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.



[Name of Project] Station Reform

[GWR Sponsor Name] XXXXX

[GWR DIA Author Name (Promoter)] XXXXX / XXXXX

[Role] Regional Station Manager – East Region

[Station] Paddington Station

GRIP Stage: N/A

Version: 1

[Date] 22/06/26

GWR-DIA-2021

Edition	Date	Changes
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Castle Bar Park is an Appendix A station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 07.00-10.00 Mon-Fri. This station has had no passenger assist requests as the station has no step free access.

The proposed changes can be divided into two activities:

- LXXXVII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.

LXXXVIII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what

it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## **Location**

Castle Bar Park

## **Timescale**

Dependent on agreement with all relevant parties.

## **2. Evidence**

### **Current Business Practices**

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

### **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Castle Bar Park Station sits within a housing estate on both sides of the railway with services operating between Greenford & West Ealing. A school is also located next to the station.

## Local Plans

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

## Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p>

		This option provides the greater consistency across the network.
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
388. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
389. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
390. Pregnancy / Maternity	N	This will not impact this protected characteristic
391. Race	N	This will not impact this protected characteristic
392. Religion / Belief	N	This will not impact this protected characteristic
393. Gender	N	This will not impact this protected characteristic
394. Sexual Orientation	N	This will not impact this protected characteristic
395. Marriage / Civil Partnership	N	This will not impact this protected characteristic
396. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation



Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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## GWR BEAP Chair

Name: [Name]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Business Assurance Director

Name: [Name]

Role: [Role]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours	Proposed hours
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Station	Mon-Fri						Sat						Sun					
	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00	
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--	
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--	
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--	
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--	
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00	
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--	
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--	
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--	
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--	
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30	
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50	
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--	
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--	
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--	
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--	
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40	
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--	
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30	
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--	
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--	
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--	
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--	
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00	
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--	
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--	
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--	
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--	
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--	
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45	

Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	
Theale	06:30	13:00		06:30	13:00	
Tilehurst	06:25	12:55		06:25	12:55	
Tiverton Parkway	06:05	18:00		06:05	18:00	
Torquay	07:10	17:00		07:10	17:00	
Totnes	07:25	16:10		07:25	16:10	
Trowbridge	06:40	13:10		06:40	13:10	
Twyford	06:00	19:00		06:00	19:00	
Warminster	07:00	13:30		07:00	13:30	



Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Paignton**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Paignton is an Appendix A station and as part of these proposals, this station won't have a ticket office after the initial 12 months transition period. During this transition, the ticket office will be open 06:55 to 18:00 Mon-Fri, 07:30 to 16:55 Saturday and 09:40 to 16:40 Sunday. This station has 1 TVM where staff will

be available to assist customers with purchasing tickets and to offer assistance. Paignton has had 2972 Passenger Assist requests between 01/04/2022 and 31/03/2023. The station sits at the end of the Riviera branch line.

The proposed changes can be divided into two activities:

- LXXXIX. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- XC. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Paignton

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## Policies, Procedures and Requirements

### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Paignton is predominately a seaside destination sitting within Torbay Local Authority. Station usage increases during the summer months (May – August) due to tourists visiting the area. The area also hosts an airshow in the summer which attracts many visitors to the town.

The 2021 census shows the local authority resident count to be 139,324. This is broken down as follows:

### Age

	Persons	
	Torbay Local Authority	
	count	%
All usual residents	139,324	100.0
Aged 4 years and under	6,059	4.3
Aged 5 to 9 years	7,312	5.2
Aged 10 to 15 years	8,921	6.4
Aged 16 to 19 years	5,302	3.8
Aged 20 to 24 years	6,214	4.5
Aged 25 to 34 years	14,740	10.6
Aged 35 to 49 years	22,738	16.3
Aged 50 to 64 years	30,850	22.1
Aged 65 to 74 years	19,226	13.8
Aged 75 to 84 years	12,688	9.1
Aged 85 years and over	5,274	3.8

In order to protect against disclosure of personal information, records have been swapped between different geographic areas and counts perturbed by small amounts. Small counts at the lowest geographies will be most affected.

Source: ONS - 2021 Census (TS007)

### Long term health problem or disability

	Persons	
	count	%
All usual residents	139,323	100.0
Disabled under the Equality Act: Day-to-day activities limited a lot	15,258	11.0
Disabled under the Equality Act: Day-to-day activities limited a little	17,966	12.9
Not disabled under the Equality Act: Has long term physical or mental health condition but day-to-day activities are not limited	9,981	7.2
Not disabled under the Equality Act: No long term physical or mental health conditions	96,118	69.0

In order to protect against disclosure of personal information, records have been swapped between different geographic areas and counts perturbed by small amounts. Small counts at the lowest geographies will be most affected.

Source: ONS - 2021 Census (TS038)

### Local Plans

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p>



		This option provides the greater consistency across the network.
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
397. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
398. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
399. Pregnancy / Maternity	N	This will not impact this protected characteristic
400. Race	N	This will not impact this protected characteristic
401. Religion / Belief	N	This will not impact this protected characteristic
402. Gender	N	This will not impact this protected characteristic
403. Sexual Orientation	N	This will not impact this protected characteristic
404. Marriage / Civil Partnership	N	This will not impact this protected characteristic
405. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours				Proposed hours			
Station	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		

Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--

Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours													
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun											
St Austell	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
St Erth	07:30	14:45		08:00	13:00		--:--	--:--		07:30	14:45		08:00	13:00		--:--	--:--
Stonehouse Glos	06:10	10:45		07:10	10:40		--:--	--:--		06:10	10:45		07:10	10:40		--:--	--:--
Stroud	06:30	18:00		07:15	14:30		09:45	17:00		06:30	18:00		07:15	14:30		09:45	17:00
Taunton	06:30	19:00		06:30	19:00		08:00	19:00		06:30	19:00		06:30	19:00		08:00	19:00
Teignmouth	07:10	19:00		07:00	14:00		--:--	--:--		07:10	19:00		07:00	14:00		--:--	--:--
Thatcham	06:00	12:30		06:50	13:20		--:--	--:--		06:00	12:30		06:50	13:20		--:--	--:--
Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20

Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:00</b>		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		<b>06:30</b>	<b>19:30</b>		<b>06:30</b>	<b>19:30</b>		<b>07:30</b>	<b>20:00</b>
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA) *This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Pangbourne**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Pangbourne, is an Appendix A station and as part of these proposals it will not have a ticket office after the initial 12 months transition period. Pangbourne will have a ticket office in place for the transition period with operating hours of Mon-Fri 06:20-12:50 and Sat 07:00-13:30. This station has 1 TVM where staff will be

available to assist customers with purchasing tickets and to offer assistance. Pangbourne has had 66 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- XCI. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- XCII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Pangbourne

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self-service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.



Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Pangbourne is a ward in West Berkshire of South East, England and includes areas of Pangbourne, Collins End, Whitchurch On Thames, Crays Pond, Path Hill, Whitchurch Hill and Goring Heath.

In the 2011 census the population of Pangbourne was 2,978 and is made up of approximately 51% females and 49% males.

The average age of people in Pangbourne is 41, while the median age is higher at 42.

84.6% of people living in Pangbourne were born in England. Other top answers for country of birth were 2.2% Wales, 2.2% Scotland, 1.0% South Africa, 0.8% Ireland, 0.7% United States, 0.6% Northern Ireland, 0.5% Zimbabwe, 0.3% Australia, 0.3% India.

55.0% of people are married, 8.4% cohabit with a member of the opposite sex, 0.9% live with a partner of the same sex, 18.9% are single and have never married or been in a registered same sex partnership, 8.3% are separated or divorced. There are 147 widowed people living in Pangbourne.

The top occupations listed by people in Pangbourne are Professional 26.9%, Managers, directors and senior officials 18.2%, Associate professional and technical 16.1%, Corporate managers and directors 13.3%, Business and public service associate professionals 9.6%, Skilled trades 9.5%, Teaching and educational professionals 8.3%, Teaching and Educational Professionals 8.3%, Administrative and secretarial 8.0%, Business, media and public service professionals 7.9%.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and</p>

		the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
406. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
407. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
408. Pregnancy / Maternity	N	This will not impact this protected characteristic
409. Race	N	This will not impact this protected characteristic
410. Religion / Belief	N	This will not impact this protected characteristic
411. Gender	N	This will not impact this protected characteristic
412. Sexual Orientation	N	This will not impact this protected characteristic
413. Marriage / Civil Partnership	N	This will not impact this protected characteristic
414. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	





## 8. Approval

### STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

#### **Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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#### **Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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#### **Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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## GWR BEAP Chair

Name: [Name]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Business Assurance Director

Name: [Name]

Role: [Role]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours	Proposed hours
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Station	Mon-Fri						Sat						Sun					
	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00	
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--	
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--	
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--	
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--	
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00	
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--	
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--	
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--	
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--	
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30	
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50	
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--	
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--	
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--	
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--	
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40	
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--	
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30	
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--	
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--	
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--	
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--	
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00	
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--	
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--	
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--	
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--	
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--	
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45	

Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	
Theale	06:30	13:00		06:30	13:00	
Tilehurst	06:25	12:55		06:25	12:55	
Tiverton Parkway	06:05	18:00		06:05	18:00	
Torquay	07:10	17:00		07:10	17:00	
Totnes	07:25	16:10		07:25	16:10	
Trowbridge	06:40	13:10		06:40	13:10	
Twyford	06:00	19:00		06:00	19:00	
Warminster	07:00	13:30		07:00	13:30	

Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Par Station**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Par is an Appendix A station, this station won't have a ticket office after the initial 12 months transition as part of these proposals. During this transition, the opening times of the ticket office will be 07:30-14:00 Mon-



Fri and 08:00-14:30 Saturday. This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Par has had 771 amount of Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- XCIII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- XCIV. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Par Station, Station Approach, Off Eastcliffe Road, Par, Cornwall, PL24 2LT

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self-service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## Policies, Procedures and Requirements

### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Par Station has the branch line for Newquay which is a popular tourist branch line.

#### Long term health problem or disability

	Persons	
	Cornwall Local Authority	
	count	%
All usual residents	570,305	100.0
Disabled under the Equality Act: Day-to-day activities limited a lot	50,684	8.9
Disabled under the Equality Act: Day-to-day activities limited a little	69,886	12.3
Not disabled under the Equality Act: Has long term physical or mental health condition but day-to-day activities are not limited	42,337	7.4
Not disabled under the Equality Act: No long term physical or mental health conditions	407,398	71.4

In order to protect against disclosure of personal information, records have been swapped between different geographic areas and counts perturbed by small amounts. Small counts at the lowest geographies will be most affected.

Source: ONS - 2021 Census (TS038)

## Age

	Persons	
	Cornwall Local Authority	
	count	%
All usual residents	570,304	100.0
Aged 4 years and under	25,532	4.5
Aged 5 to 9 years	30,256	5.3
Aged 10 to 15 years	37,092	6.5
Aged 16 to 19 years	23,382	4.1
Aged 20 to 24 years	28,609	5.0
Aged 25 to 34 years	59,998	10.5
Aged 35 to 49 years	96,998	17.0
Aged 50 to 64 years	124,298	21.8
Aged 65 to 74 years	77,789	13.6
Aged 75 to 84 years	48,210	8.5
Aged 85 years and over	18,140	3.2

In order to protect against disclosure of personal information, records have been swapped between different geographic areas and counts perturbed by small amounts. Small counts at the lowest geographies will be most affected.

Source: ONS - 2021 Census (TS007)

## Local Plans

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request. We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

## Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

### 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help</p>

		customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
415. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
416. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
417. Pregnancy / Maternity	N	This will not impact this protected characteristic
418. Race	N	This will not impact this protected characteristic
419. Religion / Belief	N	This will not impact this protected characteristic
420. Gender	N	This will not impact this protected characteristic
421. Sexual Orientation	N	This will not impact this protected characteristic
422. Marriage / Civil Partnership	N	This will not impact this protected characteristic
423. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation



Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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## GWR BEAP Chair

Name: [Name]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Business Assurance Director

Name: [Name]

Role: [Role]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours	Proposed hours
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Station	Mon-Fri						Sat						Sun					
	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00	
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--	
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--	
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--	
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--	
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00	
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--	
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--	
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--	
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--	
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30	
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50	
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--	
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--	
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--	
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--	
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40	
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--	
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30	
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--	
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--	
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--	
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--	
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00	
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--	
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--	
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--	
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--	
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--	
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45	

Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	
Theale	06:30	13:00		06:30	13:00	
Tilehurst	06:25	12:55		06:25	12:55	
Tiverton Parkway	06:05	18:00		06:05	18:00	
Torquay	07:10	17:00		07:10	17:00	
Totnes	07:25	16:10		07:25	16:10	
Trowbridge	06:40	13:10		06:40	13:10	
Twyford	06:00	19:00		06:00	19:00	
Warminster	07:00	13:30		07:00	13:30	



Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Penzance**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Penzance Railway Station, is an Appendix B station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 06:45 – 19:30 Mon-Fri, 06:15 – 18:10 Sat and 08.45 –

17:30 Sun. This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Penzance Railway Station has had 2,429 Passenger Assist requests between 01/04/2022 and 31/03/2023. Penzance Railway Station is the terminus for the Cornish mainline from Plymouth and is situated 326 miles from London Paddington, the station benefits from a car park, bicycle parking, step free access, accessible toilets, public Wi Fi and a first-class passenger lounge.

The proposed changes can be divided into two activities:

- XCV. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- XCVI. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be

available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Penzance

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self-service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Penzance is the most westerly major town in Cornwall and has a population of 21,200 at the last census.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## **3. Evaluation of Options**

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers</p>

		<p>purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.



## 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
424. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
425. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
426. Pregnancy / Maternity	N	This will not impact this protected characteristic
427. Race	N	This will not impact this protected characteristic
428. Religion / Belief	N	This will not impact this protected characteristic
429. Gender	N	This will not impact this protected characteristic
430. Sexual Orientation	N	This will not impact this protected characteristic
431. Marriage / Civil Partnership	N	This will not impact this protected characteristic
432. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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## GWR BEAP Chair

Name: [Name]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Business Assurance Director

Name: [Name]

Role: [Role]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours	Proposed hours



Station	Mon-Fri						Sat						Sun					
	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00	
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--	
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--	
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--	
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--	
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00	
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--	
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--	
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--	
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--	
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30	
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50	
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--	
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--	
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--	
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--	
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40	
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--	
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30	
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--	
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--	
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--	
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--	
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00	
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--	
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--	
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--	
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--	
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--	
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45	

Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	
Theale	06:30	13:00		06:30	13:00	
Tilehurst	06:25	12:55		06:25	12:55	
Tiverton Parkway	06:05	18:00		06:05	18:00	
Torquay	07:10	17:00		07:10	17:00	
Totnes	07:25	16:10		07:25	16:10	
Trowbridge	06:40	13:10		06:40	13:10	
Twyford	06:00	19:00		06:00	19:00	
Warminster	07:00	13:30		07:00	13:30	

Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Pewsey**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Pewsey, is an Appendix A station and as part of these proposals it will not have a ticket office after the initial 12 months transition period. Pewsey will have a ticket office in place for the transition period with operating

hours of Mon-Fri 06:10-12:40 and Sat 07:10-13:40. This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Pewsey has had 212 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

XCVII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.

XCVIII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Pewsey

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self-service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Pewsey is a ward in Wiltshire of South West, England and includes areas of Manningford Abbots, Manningford Bruce, Woodborough, Fairfield, Knowle, Sunnyhill, New Mill, Sharcott, Broomsgrove, Honeystreet, Milkhouse Water, West Wick, Easton Royal, Honey Street, Buckleaze, Wilcot, Littleworth, Kepnal, Southcott, Fyfield, Milton Hill, Milton Lilbourne, Little Salisbury and West End.

In the 2011 census the population of Pewsey was 4,649 and is made up of approximately 52% females and 48% males.

The average age of people in Pewsey is 44, while the median age is higher at 45.

89.1% of people living in Pewsey were born in England. Other top answers for country of birth were 1.9% Wales, 1.8% Scotland, 0.6% Northern Ireland, 0.5% South Africa, 0.4% Ireland, 0.3% Australia, 0.3% United States, 0.2% Kenya, 0.2% North Africa.

51.6% of people are married, 10.3% cohabit with a member of the opposite sex, 1.1% live with a partner of the same sex, 18.1% are single and have never married or been in a registered same sex partnership, 8.9% are separated or divorced. There are 265 widowed people living in Pewsey.

The top occupations listed by people in Pewsey are Professional 17.1%, Managers, directors and senior officials 15.3%, Skilled trades 14.0%, Associate professional and technical 12.3%, Caring, leisure and other service 11.2%, Elementary 9.8%, Corporate managers and directors 9.7%, Administrative and secretarial 8.9%, Caring personal service 8.7%, Elementary administration and service 7.8%.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.



Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only</p>

		limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
433. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
434. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
435. Pregnancy / Maternity	N	This will not impact this protected characteristic
436. Race	N	This will not impact this protected characteristic
437. Religion / Belief	N	This will not impact this protected characteristic
438. Gender	N	This will not impact this protected characteristic
439. Sexual Orientation	N	This will not impact this protected characteristic
440. Marriage / Civil Partnership	N	This will not impact this protected characteristic
441. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	





## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

---

---

**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

---

---

## GWR BEAP Chair

Name: [Name]

Signature:

Date:

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## Business Assurance Director

Name: [Name]

Role: [Role]

Signature:

Date:

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## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours	Proposed hours
--	---------------	----------------

Station	Mon-Fri						Sat						Sun					
	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00	
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--	
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--	
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--	
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--	
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00	
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--	
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--	
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--	
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--	
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30	
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50	
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--	
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--	
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--	
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--	
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40	
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--	
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30	
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--	
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--	
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--	
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--	
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00	
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--	
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--	
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--	
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--	
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--	
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45	

Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	
Theale	06:30	13:00		06:30	13:00	
Tilehurst	06:25	12:55		06:25	12:55	
Tiverton Parkway	06:05	18:00		06:05	18:00	
Torquay	07:10	17:00		07:10	17:00	
Totnes	07:25	16:10		07:25	16:10	
Trowbridge	06:40	13:10		06:40	13:10	
Twyford	06:00	19:00		06:00	19:00	
Warminster	07:00	13:30		07:00	13:30	

Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:00</b>		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		<b>06:30</b>	<b>19:30</b>		<b>06:30</b>	<b>19:30</b>		<b>07:30</b>	<b>20:00</b>
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA) *This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Plymouth Station**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Plymouth is an Appendix B station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 0630-1930 Monday-Friday, 0700-1900 Saturday and 0800-1900 Sunday. This station has 2 TVM's where staff will be available to assist customers with purchasing tickets

and to offer assistance. Plymouth has had 9,857 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- XCIX. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- C. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.



## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Plymouth Station, North Road, Plymouth, PL4 6AB

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self-service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## Policies, Procedures and Requirements

### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Plymouth Station has the branch line for the Gunnislake line which also serves the Plymouth inner city station where a large number of school children travel to and from.

Plymouth station is half a mile from the city centre and a mile from local areas such as Plymouth Hoe and the Barbican. Plymouth has a high student population with some University building being just across the road from the station.

Plymouth station is just over 1 mile to Home Park which holds the local football team with crowds of 16,000 along with various music events.

Plymouth is 4 miles away from Derriford hospital.

### Long term health problem or disability

	Persons	
	count	%
All usual residents	264,695	100.0
Disabled under the Equality Act: Day-to-day activities limited a lot	25,001	9.4
Disabled under the Equality Act: Day-to-day activities limited a little	32,394	12.2
Not disabled under the Equality Act: Has long term physical or mental health condition but day-to-day activities are not limited	19,788	7.5
Not disabled under the Equality Act: No long term physical or mental health conditions	187,512	70.8

In order to protect against disclosure of personal information, records have been swapped between different geographic areas and counts perturbed by small amounts. Small counts at the lowest geographies will be most affected.

Source: ONS - 2021 Census (TS038)

## Age

	Persons	
	Plymouth Local Authority	
	count	%
All usual residents	264,693	100.0
Aged 4 years and under	13,205	5.0
Aged 5 to 9 years	15,124	5.7
Aged 10 to 15 years	17,742	6.7
Aged 16 to 19 years	13,212	5.0
Aged 20 to 24 years	21,172	8.0
Aged 25 to 34 years	36,334	13.7
Aged 35 to 49 years	48,720	18.4
Aged 50 to 64 years	50,215	19.0
Aged 65 to 74 years	26,060	9.8
Aged 75 to 84 years	16,427	6.2
Aged 85 years and over	6,482	2.4

In order to protect against disclosure of personal information, records have been swapped between different geographic areas and counts perturbed by small amounts. Small counts at the lowest geographies will be most affected.

Source: ONS - 2021 Census (TS007)

## Local Plans

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

### 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less</p>

		prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
442. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
443. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
444. Pregnancy / Maternity	N	This will not impact this protected characteristic
445. Race	N	This will not impact this protected characteristic
446. Religion / Belief	N	This will not impact this protected characteristic
447. Gender	N	This will not impact this protected characteristic
448. Sexual Orientation	N	This will not impact this protected characteristic
449. Marriage / Civil Partnership	N	This will not impact this protected characteristic
450. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	



## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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## GWR BEAP Chair

Name: [Name]

Signature:

Date:

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## Business Assurance Director

Name: [Name]

Role: [Role]

Signature:

Date:

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## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours	Proposed hours

Station	Mon-Fri						Sat						Sun					
	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00	
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--	
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--	
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--	
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--	
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00	
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--	
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--	
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--	
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--	
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30	
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50	
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--	
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--	
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--	
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--	
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40	
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--	
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30	
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--	
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--	
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--	
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--	
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00	
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--	
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--	
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--	
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--	
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--	
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45	

Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	
Theale	06:30	13:00		06:30	13:00	
Tilehurst	06:25	12:55		06:25	12:55	
Tiverton Parkway	06:05	18:00		06:05	18:00	
Torquay	07:10	17:00		07:10	17:00	
Totnes	07:25	16:10		07:25	16:10	
Trowbridge	06:40	13:10		06:40	13:10	
Twyford	06:00	19:00		06:00	19:00	
Warminster	07:00	13:30		07:00	13:30	

Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00



**Appendix B**

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

**SMS-0385-20 Equality Impact Assessment Guidance (DIA)**  
*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Reading Main**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 11/07/23**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Reading, is an Appendix B station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 06:30-19:30 Mon-Sat and 07:30-20:00 on Sun. This station has 11 TVM's where staff will be available to assist customers with purchasing tickets and to offer assistance. Reading has had 22,976 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- CI. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- CII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Reading Station

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

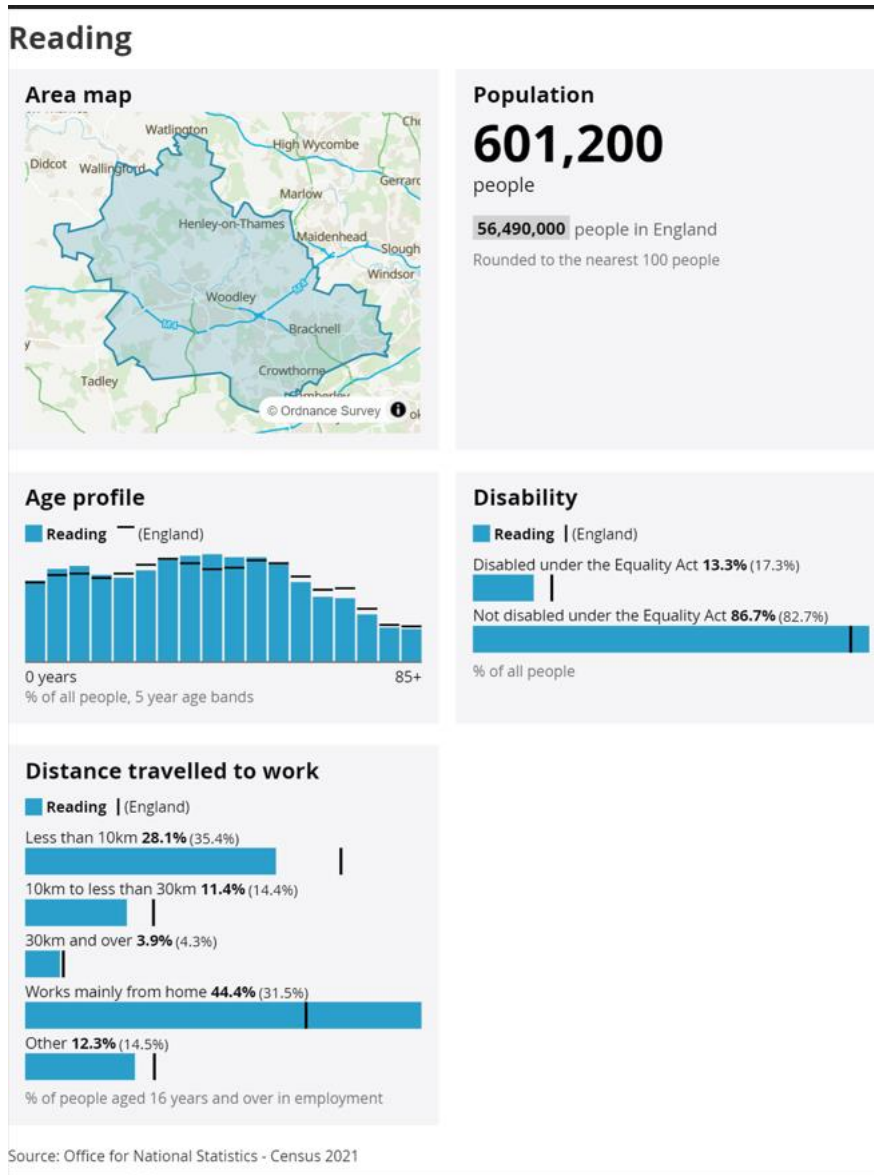
The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

### Policies, Procedures and Requirements

## Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.



## Local Plans

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need</p>

		<p>to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.



If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.



#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
451. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
452. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
453. Pregnancy / Maternity	N	This will not impact this protected characteristic
454. Race	N	This will not impact this protected characteristic
455. Religion / Belief	N	This will not impact this protected characteristic
456. Gender	N	This will not impact this protected characteristic
457. Sexual Orientation	N	This will not impact this protected characteristic
458. Marriage / Civil Partnership	N	This will not impact this protected characteristic
459. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

### STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

### Project Manager (Promoter)

Name: Kevin King  
Role: Station Manager  
Signature: *Kevin King*

Date: 11/07/23

### Sponsor (Client Rep.)

Name: [Name]  
Role: [Role]  
Signature:

Date:

### Head of Department

Name: [Name]  
Role: [Role]  
Signature:

Date:

## GWR BEAP Chair

Name: [Name]

Signature:

Date:

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## Business Assurance Director

Name: [Name]

Role: [Role]

Signature:

Date:

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## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_



**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--
Furze Platt	06:45	11:30		--:--	--:--	--:--	--:--		06:45	11:30	--:--	--:--	--:--	--:--
Gloucester	06:00	19:00		07:00	19:00	09:00	18:00		06:00	19:00	07:00	19:00	09:00	18:00

Goring & Streatley	06:15	12:45		07:00	13:30	--:--	--:--		06:15	12:45		07:00	13:30	--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00	--:--	--:--		06:00	13:00		07:00	13:00	--:--	--:--
Kemble	06:30	13:00		07:30	14:00	--:--	--:--		06:30	13:00		07:30	14:00	--:--	--:--
Keynsham	06:45	09:30		--:--	--:--	--:--	--:--		06:45	09:30		--:--	--:--	--:--	--:--
Kingham	05:40	12:10		06:40	13:10	--:--	--:--		05:40	12:10		06:40	13:10	--:--	--:--
Liskeard	07:00	18:00		08:00	18:00	09:15	16:45		07:00	18:00		08:00	18:00	09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00	08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00	08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00	--:--	--:--		06:30	13:00		06:30	13:00	--:--	--:--
Mortimer	06:30	13:00		07:30	14:00	--:--	--:--		06:30	13:00		07:30	14:00	--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--	--:--	--:--		06:30	09:45		--:--	--:--	--:--	--:--
Newbury	06:00	20:00		07:00	19:00	08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00	08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50	08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50	08:45	18:10
North Camp	06:30	13:00		07:15	13:45	--:--	--:--		06:30	13:00		07:15	13:45	--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--	--:--	--:--		06:30	10:30		--:--	--:--	--:--	--:--
Paignton	06:55	18:00		07:30	16:55	09:40	16:40		06:55	18:00		07:30	16:55	09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30	--:--	--:--		06:20	12:50		07:00	13:30	--:--	--:--
Par	07:30	14:00		08:00	14:30	--:--	--:--		07:30	14:00		08:00	14:30	--:--	--:--
Pewsey	06:10	12:40		07:10	13:40				06:10	12:40		07:10	13:40	--:--	--:--
Reading West	06:30	10:45		--:--	--:--	--:--	--:--		06:30	10:45		--:--	--:--	--:--	--:--
Redruth	07:30	19:00		07:30	19:00	09:00	16:30		07:30	19:00		07:30	19:00	09:00	16:30
Slough	06:00	21:30		06:30	21:30	07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>	<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours						Proposed hours								
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun			
St Austell	07:30	19:00		07:30	19:00	09:00	16:30		07:30	19:00		07:30	19:00	09:00	16:30
St Erth	07:30	14:45		08:00	13:00	--:--	--:--		07:30	14:45		08:00	13:00	--:--	--:--
Stonehouse Glos	06:10	10:45		07:10	10:40	--:--	--:--		06:10	10:45		07:10	10:40	--:--	--:--
Stroud	06:30	18:00		07:15	14:30	09:45	17:00		06:30	18:00		07:15	14:30	09:45	17:00
Taunton	06:30	19:00		06:30	19:00	08:00	19:00		06:30	19:00		06:30	19:00	08:00	19:00
Teignmouth	07:10	19:00		07:00	14:00	--:--	--:--		07:10	19:00		07:00	14:00	--:--	--:--
Thatcham	06:00	12:30		06:50	13:20	--:--	--:--		06:00	12:30		06:50	13:20	--:--	--:--
Theale	06:30	13:00		07:00	13:30	--:--	--:--		06:30	13:00		07:00	13:30	--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30	--:--	--:--		06:25	12:55		07:00	13:30	--:--	--:--

Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Reading West**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 11/07/23**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Reading West, is an Appendix A station, this station won't have a ticket office after the initial 12 months transition period and as part of these proposals, will have a ticket office in place for the transition period with

operating hours of 06:30-10:45. This station has 2 TVM's where staff will be available to assist customers with purchasing tickets and to offer assistance. Reading West has had 39 Passenger Assist requests between 01/04/2022 and 31/03/2023. This is due largely to the station being inaccessible.

The proposed changes can be divided into two activities:

- CIII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- CIV. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Reading West

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

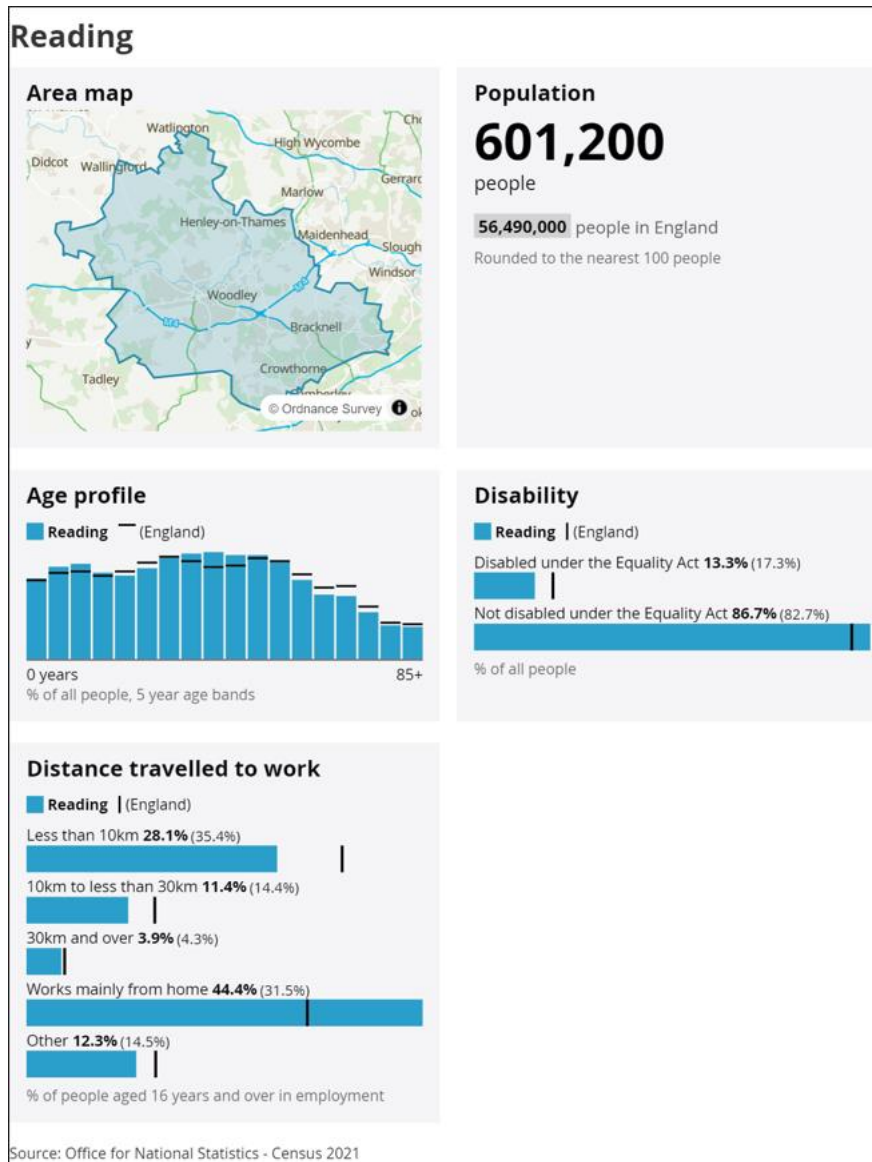
The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## Policies, Procedures and Requirements

### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.



### Local Plans



There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## **3. Evaluation of Options**

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

<b>Option Considered</b>	<b>Will the option be implemented (Yes / No)</b>	<b>Reason why option was either discounted or recommended for implementation</b>
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an</p>

		<p>industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
460. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
461. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
462. Pregnancy / Maternity	N	This will not impact this protected characteristic
463. Race	N	This will not impact this protected characteristic
464. Religion / Belief	N	This will not impact this protected characteristic
465. Gender	N	This will not impact this protected characteristic
466. Sexual Orientation	N	This will not impact this protected characteristic
467. Marriage / Civil Partnership	N	This will not impact this protected characteristic
468. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	





## 8. Approval

### STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

#### Project Manager (Promoter)

Name: Kevin King  
Role: Station Manager  
Signature: *Kevin King*

Date: 11/07/23

#### Sponsor (Client Rep.)

Name: [Name]  
Role: [Role]  
Signature:

Date:

#### Head of Department

Name: [Name]  
Role: [Role]  
Signature:

Date:

## GWR BEAP Chair

Name: [Name]

Signature:

Date:

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## Business Assurance Director

Name: [Name]

Role: [Role]

Signature:

Date:

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## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours							Proposed hours						
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--
Furze Platt	06:45	11:30		--:--	--:--	--:--	--:--		06:45	11:30	--:--	--:--	--:--	--:--

Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours	Proposed hours
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Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	
Theale	06:30	13:00		06:30	13:00	

Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:00</b>		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		<b>06:30</b>	<b>19:30</b>		<b>06:30</b>	<b>19:30</b>		<b>07:30</b>	<b>20:00</b>
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Redruth**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.



Redruth, is an Appendix A station and as part of these proposals, this station won't have a ticket office after the initial 12 months transition period. During the transition the ticket office will be open until 07:30-19:00 Mon to Sat and 09:00 – 16:30 on Sunday. This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Redruth has had 947 Passenger Assist requests between 01/04/2022 and 31/03/2023. There is partial step free access at the station. The town centre is in very close proximity to the station.

The proposed changes can be divided into two activities:

- CV. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- CVI. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a “Frequently Asked Questions” section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway’s customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Redruth

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Redruth has a population of approx. 15,500. 20% of residents are aged 65 years plus.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

### 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift to passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to</p>

		<p>self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
469. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
470. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
471. Pregnancy / Maternity	N	This will not impact this protected characteristic
472. Race	N	This will not impact this protected characteristic
473. Religion / Belief	N	This will not impact this protected characteristic
474. Gender	N	This will not impact this protected characteristic
475. Sexual Orientation	N	This will not impact this protected characteristic
476. Marriage / Civil Partnership	N	This will not impact this protected characteristic
477. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	



## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours								
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun			
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50		06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00		07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35		07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30		06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50		07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15		06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00		07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00		--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30		07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20		06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30		07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40		07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30		08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30		--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00		07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50		07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15		07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25		07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15		--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00		06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00



Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

[Name of Project] Station Reform

[GWR Sponsor Name] XXXXX

[GWR DIA Author Name (Promoter)] XXXXX / XXXXX

[Role] Regional Station Manager – East Region

[Station] Slough

GRIP Stage: N/A

Version: 1

[Date] 22/06/26

GWR-DIA-2021

Edition	Date	Changes
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Slough, is an Appendix B station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 0630-1930 Mon-Fri, 0700-2000 Sat and 0730-2030 Sun. This station has 6 TVM's where staff will be available to assist customers with purchasing tickets and to offer assistance. Slough has had 928 amount of Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- CVII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- CVIII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Slough

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

### Policies, Procedures and Requirements

## Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

## Local Plans

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

## Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p>

		This option provides the greater consistency across the network.
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
478. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
479. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>



		Passenger Assistance will not be affected by these changes.
480. Pregnancy / Maternity	N	This will not impact this protected characteristic
481. Race	N	This will not impact this protected characteristic
482. Religion / Belief	N	This will not impact this protected characteristic
483. Gender	N	This will not impact this protected characteristic
484. Sexual Orientation	N	This will not impact this protected characteristic
485. Marriage / Civil Partnership	N	This will not impact this protected characteristic
486. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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## GWR BEAP Chair

Name: [Name]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Business Assurance Director

Name: [Name]

Role: [Role]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

	Current Hours	Proposed hours
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Station	Mon-Fri		Sat		Sun			Mon-Fri		Sat		Sun	
	06:15	17:50	06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Barnstaple	06:15	17:50	06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00	07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35	07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30	06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50	07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15	06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00	07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00	07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00	--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30	07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20	06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15	06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00	05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40	07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30	08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30	--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00	07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40	06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50	07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15	07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25	07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15	--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00	06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--
Furze Platt	06:45	11:30	--:--	--:--	--:--	--:--		06:45	11:30	--:--	--:--	--:--	--:--
Gloucester	06:00	19:00	07:00	19:00	09:00	18:00		06:00	19:00	07:00	19:00	09:00	18:00
Goring & Streatley	06:15	12:45	07:00	13:30	--:--	--:--		06:15	12:45	07:00	13:30	--:--	--:--
Henley-On-Thames	06:00	13:00	07:00	13:00	--:--	--:--		06:00	13:00	07:00	13:00	--:--	--:--
Kemble	06:30	13:00	07:30	14:00	--:--	--:--		06:30	13:00	07:30	14:00	--:--	--:--
Keynsham	06:45	09:30	--:--	--:--	--:--	--:--		06:45	09:30	--:--	--:--	--:--	--:--
Kingham	05:40	12:10	06:40	13:10	--:--	--:--		05:40	12:10	06:40	13:10	--:--	--:--
Liskeard	07:00	18:00	08:00	18:00	09:15	16:45		07:00	18:00	08:00	18:00	09:15	16:45



Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	
Theale	06:30	13:00		06:30	13:00	
Tilehurst	06:25	12:55		06:25	12:55	
Tiverton Parkway	06:05	18:00		06:05	18:00	
Torquay	07:10	17:00		07:10	17:00	
Totnes	07:25	16:10		07:25	16:10	
Trowbridge	06:40	13:10		06:40	13:10	
Twyford	06:00	19:00		06:00	19:00	
Warminster	07:00	13:30		07:00	13:30	

Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours							Proposed hours									
	Mon-Fri	Sat		Sun		Mon-Fri	Sat		Sun								
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:00</b>		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		<b>06:30</b>	<b>19:30</b>		<b>06:30</b>	<b>19:30</b>		<b>07:30</b>	<b>20:00</b>
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA) *This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] St Austell**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

St Austell, is an Appendix A station, this station won't have a ticket office after the initial 12 months transition period. During this transition the ticket office will operate between 07:30-19:00 Mon-Sat and 09:00-16:30 Sunday. This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. St Austell has had 1823 Passenger Assist requests between 01/04/2022 and 31/03/2023. The station has step free access via a lift which is available 24/7.

The proposed changes can be divided into two activities:

- CIX. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- CX. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be

available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

St Austell

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

St Austell is one of the largest towns in Cornwall; and has a population of approx. 27,000. The station forecourt includes the town bus station and buses serve the local area, including the Eden Project and Newquay. 22% of the population of St Austell are aged 65 years plus.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

### 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to</p>



		<p>self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
487. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
488. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
489. Pregnancy / Maternity	N	This will not impact this protected characteristic
490. Race	N	This will not impact this protected characteristic
491. Religion / Belief	N	This will not impact this protected characteristic
492. Gender	N	This will not impact this protected characteristic
493. Sexual Orientation	N	This will not impact this protected characteristic
494. Marriage / Civil Partnership	N	This will not impact this protected characteristic
495. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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## GWR BEAP Chair

Name: [Name]

Signature:

Date:

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## Business Assurance Director

Name: [Name]

Role: [Role]

Signature:

Date:

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## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours	Proposed hours
--	---------------	----------------

Station	Mon-Fri						Sat						Sun					
	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00	
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--	
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--	
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--	
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--	
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00	
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--	
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--	
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--	
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--	
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30	
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50	
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--	
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--	
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--	
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--	
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40	
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--	
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30	
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--	
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--	
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--	
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--	
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00	
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--	
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--	
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--	
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--	
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--	
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45	

Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Painton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	
Theale	06:30	13:00		06:30	13:00	
Tilehurst	06:25	12:55		06:25	12:55	
Tiverton Parkway	06:05	18:00		06:05	18:00	
Torquay	07:10	17:00		07:10	17:00	
Totnes	07:25	16:10		07:25	16:10	
Trowbridge	06:40	13:10		06:40	13:10	
Twyford	06:00	19:00		06:00	19:00	
Warminster	07:00	13:30		07:00	13:30	

Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

**Appendix B**

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

**SMS-0385-20 Equality Impact Assessment Guidance (DIA)**  
*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] St Erth**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

St Erth Railway Station, is an Appendix A station and as part of these proposals won't have a ticket office after the initial 12-month transition period. The ticket office hours will be 07:30-14:45 Mon-Fri and 08:00-

13:00 on Saturday during this transition period. This station has 1 TVM's where staff will be available to assist customers with purchasing tickets and to offer assistance. St Erth Railway Station has had 1772 amount of Passenger Assist requests between 01/04/2022 and 31/03/2023. St Erth Railway Station is situated on the Cornish mainline from Plymouth and is situated 320 miles from London Paddington and is the junction for the St Ives Bay Line to St Ives, the station benefits from a car park, bicycle parking, step free access, accessible toilets, seating and public Wi Fi.

The proposed changes can be divided into two activities:

- CXI. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- CXII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a “Frequently Asked Questions” section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway’s customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

St Erth

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.



Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers. St Erth is approximately 0.75 miles away from the station with a population of 1380 at the last census.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

### 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to</p>

		<p>self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
496. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
497. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
498. Pregnancy / Maternity	N	This will not impact this protected characteristic
499. Race	N	This will not impact this protected characteristic
500. Religion / Belief	N	This will not impact this protected characteristic
501. Gender	N	This will not impact this protected characteristic
502. Sexual Orientation	N	This will not impact this protected characteristic
503. Marriage / Civil Partnership	N	This will not impact this protected characteristic
504. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	





## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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## GWR BEAP Chair

Name: [Name]

Signature:

Date:

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## Business Assurance Director

Name: [Name]

Role: [Role]

Signature:

Date:

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## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

Station	Current Hours						Proposed hours						
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	
Barnstaple	06:15	17:50		06:15	17:50	09:20 16:40		06:15	17:50		06:15	17:50	09:20 16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35 18:00		07:00	18:00		07:00	18:00	10:35 18:00
Bourne End	06:05	12:35		07:05	13:35	--:-- --:--		06:05	12:35		07:05	13:35	--:-- --:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:-- --:--		06:20	13:30		06:20	13:30	--:-- --:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:-- --:--		06:20	12:50		07:20	13:30	--:-- --:--
Bridgwater	06:30	14:15		06:30	14:15	--:-- --:--		06:30	14:15		06:30	14:15	--:-- --:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30 19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00	08:30 19:00
Camborne	07:00	14:00		07:30	14:00	--:-- --:--		07:00	14:00		07:30	14:00	--:-- --:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:-- --:--		07:00	10:00		--:--	--:--	--:-- --:--
Castle Cary	07:30	18:30		07:30	16:30	--:-- --:--		07:30	18:30		07:30	16:30	--:-- --:--
Charlbury	05:50	12:20		06:45	13:15	--:-- --:--		05:50	12:20		06:45	13:15	--:-- --:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00 16:30		06:30	19:30		07:00	19:15	09:00 16:30
Chippenham	05:50	20:00		05:50	19:30	07:40 19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30	07:40 19:50
Cholsey	06:10	12:40		07:00	13:30	--:-- --:--		06:10	12:40		07:00	13:30	--:-- --:--
Cookham	06:50	11:30		08:00	11:30	--:-- --:--		06:50	11:30		08:00	11:30	--:-- --:--
Crowthorne	06:45	10:30		--:--	--:--	--:-- --:--		06:45	10:30		--:--	--:--	--:-- --:--
Dawlish	07:05	19:00		07:00	14:00	--:-- --:--		07:05	19:00		07:00	14:00	--:-- --:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00 19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>	08:00 19:40
Evesham	06:20	12:50		07:20	13:50	--:-- --:--		06:20	12:50		07:20	13:50	--:-- --:--
Exeter Central	07:50	18:15		07:50	18:15	09:30 16:30		07:50	18:15		07:50	18:15	09:30 16:30
Exmouth	07:10	15:25		07:10	15:25	--:-- --:--		07:10	15:25		07:10	15:25	--:-- --:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:-- --:--		16:15	19:15		--:--	--:--	--:-- --:--
Frome	06:30	12:00		06:30	12:50	--:-- --:--		06:30	12:00		06:30	12:50	--:-- --:--
Furze Platt	06:45	11:30		--:--	--:--	--:-- --:--		06:45	11:30		--:--	--:--	--:-- --:--
Gloucester	06:00	19:00		07:00	19:00	09:00 18:00		06:00	19:00		07:00	19:00	09:00 18:00
Goring & Streatley	06:15	12:45		07:00	13:30	--:-- --:--		06:15	12:45		07:00	13:30	--:-- --:--
Henley-On-Thames	06:00	13:00		07:00	13:00	--:-- --:--		06:00	13:00		07:00	13:00	--:-- --:--
Kemble	06:30	13:00		07:30	14:00	--:-- --:--		06:30	13:00		07:30	14:00	--:-- --:--
Keynsham	06:45	09:30		--:--	--:--	--:-- --:--		06:45	09:30		--:--	--:--	--:-- --:--
Kingham	05:40	12:10		06:40	13:10	--:-- --:--		05:40	12:10		06:40	13:10	--:-- --:--



Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:00</b>		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		<b>06:30</b>	<b>19:30</b>		<b>06:30</b>	<b>19:30</b>		<b>07:30</b>	<b>20:00</b>
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Stonehouse**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Stonehouse is an Appendix A station and as part of these proposals, will not have a ticket office after the initial 12 months transition period. During this period the ticket office will be open 06:10-10:45 Mon-Fri.



This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Stonehouse had 93 assistance requests between 01/04/22 to 31/03/2023.

The proposed changes can be divided into two activities:

- CXIII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- CXIV. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Stonehouse

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

The 2021 Census Area Profile for Stroud (inclusive of Stonehouse) shows at a count of 100,197 (residents aged 16 or over), 38.1% of residents are economically inactive, with over 26,500 stating they are retired and over 2,800 declaring themselves either disabled or long-term sick (2.9%). Out of those in employment at the time of Census – 59,918, over 12,500 stated they were in professional occupations, with just under 9,000 stating they were ‘Managers, Directors and Senior Officials’.

The Stroud Valley area services are popular for school children to use daily between Stonehouse, Stroud and stations further out including Kemble.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the

railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

### 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>

<p>All ticket offices closed and a move to more flexible retail offering, after a transition period</p>	<p>Yes</p>	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
505. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
506. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
507. Pregnancy / Maternity	N	This will not impact this protected characteristic
508. Race	N	This will not impact this protected characteristic
509. Religion / Belief	N	This will not impact this protected characteristic
510. Gender	N	This will not impact this protected characteristic
511. Sexual Orientation	N	This will not impact this protected characteristic
512. Marriage / Civil Partnership	N	This will not impact this protected characteristic
513. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	



## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

---

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## GWR BEAP Chair

Name: [Name]

Signature:

Date:

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## Business Assurance Director

Name: [Name]

Role: [Role]

Signature:

Date:

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## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours	Proposed hours
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Station	Mon-Fri						Sat						Sun					
	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00	
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--	
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--	
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--	
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--	
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00	
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--	
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--	
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--	
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--	
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30	
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50	
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--	
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--	
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--	
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--	
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40	
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--	
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30	
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--	
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--	
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--	
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--	
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00	
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--	
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--	
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--	
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--	
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--	
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45	

Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	
Theale	06:30	13:00		06:30	13:00	
Tilehurst	06:25	12:55		06:25	12:55	
Tiverton Parkway	06:05	18:00		06:05	18:00	
Torquay	07:10	17:00		07:10	17:00	
Totnes	07:25	16:10		07:25	16:10	
Trowbridge	06:40	13:10		06:40	13:10	
Twyford	06:00	19:00		06:00	19:00	
Warminster	07:00	13:30		07:00	13:30	

Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00



## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:00</b>		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		<b>06:30</b>	<b>19:30</b>		<b>06:30</b>	<b>19:30</b>		<b>07:30</b>	<b>20:00</b>
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA) *This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Stroud**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Stroud is an Appendix A station and as part of these proposals, will not have a ticket office after the initial 12 months transition period. During this period the ticket office hours are 06:30-18:00 Mon –Fri, 07:15-14:30 Saturday and 09:40-17:00 Sunday. This station has 1 TVM where staff will be available to assist customers

with purchasing tickets and to offer assistance. Stroud has had 632 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- CXV. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- CXVI. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Stroud

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

The 2021 Census Area Profile for Stroud shows at a count of 100,197 (residents aged 16 or over), 38.1% of residents are economically inactive, with over 26,500 stating they are retired and over 2,800 declaring themselves either disabled or long-term sick (2.9%). Out of those in employment at the time of Census – 59,918, over 12,500 stated they were in professional occupations, with just under 9,000 stating they were ‘Managers, Directors and Senior Officials’.

The Stroud Valley area services are popular for school children to use daily between Stonehouse, Stroud and stations further out including Kemble.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the

railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

### 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>

<p>All ticket offices closed and a move to more flexible retail offering, after a transition period</p>	<p>Yes</p>	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
514. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
515. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>



		Passenger Assistance will not be affected by these changes.
516. Pregnancy / Maternity	N	This will not impact this protected characteristic
517. Race	N	This will not impact this protected characteristic
518. Religion / Belief	N	This will not impact this protected characteristic
519. Gender	N	This will not impact this protected characteristic
520. Sexual Orientation	N	This will not impact this protected characteristic
521. Marriage / Civil Partnership	N	This will not impact this protected characteristic
522. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours								
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun			
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50		06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00		07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35		07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30		06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50		07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15		06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00		07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00		--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30		07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20		06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30		07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40		07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30		08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30		--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00		07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50		07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15		07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25		07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15		--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00		06:30	12:50	--:--	--:--



Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Swindon Station**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Swindon, is an Appendix B station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of Monday – Friday 06:30 – 20:05, Saturday 06:30 – 19:05 and Sunday 09:15 – 18:30. This station has 2 TVM's where staff will be available to assist customers with purchasing

tickets and to offer assistance, one on the station concourse and one to the rear of the station. Swindon has had 4,454 amount of Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

CXVII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.

CXVIII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Station Road, Swindon, SN1 1DQ

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Swindon Station is close to a retail park, a railway museum, large scale offices, and a homeless shelter. People from the shelter use the station on a daily basis.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request. We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## **3. Evaluation of Options**

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p>



		<p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
523. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
524. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
525. Pregnancy / Maternity	N	This will not impact this protected characteristic
526. Race	N	This will not impact this protected characteristic
527. Religion / Belief	N	This will not impact this protected characteristic
528. Gender	N	This will not impact this protected characteristic
529. Sexual Orientation	N	This will not impact this protected characteristic
530. Marriage / Civil Partnership	N	This will not impact this protected characteristic
531. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## 8. Approval

### STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

#### **Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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#### **Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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#### **Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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## GWR BEAP Chair

Name: [Name]

Signature:

Date:

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## Business Assurance Director

Name: [Name]

Role: [Role]

Signature:

Date:

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## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours						Proposed hours					
Station	Mon-Fri		Sat		Sun		Mon-Fri		Sat		Sun	
Barnstaple	06:15	17:50	06:15	17:50	09:20	16:40	06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00	07:00	18:00	10:35	18:00	07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35	07:05	13:35	--:--	--:--	06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30	06:20	13:30	--:--	--:--	06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50	07:20	13:30	--:--	--:--	06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15	06:30	14:15	--:--	--:--	06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00	07:00	18:00	08:30	19:00	<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00	07:30	14:00	--:--	--:--	07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00	--:--	--:--	--:--	--:--	07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30	07:30	16:30	--:--	--:--	07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20	06:45	13:15	--:--	--:--	05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15	06:15	19:15	09:00	16:30	06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00	05:50	19:30	07:40	19:50	<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40	07:00	13:30	--:--	--:--	06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30	08:00	11:30	--:--	--:--	06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30	--:--	--:--	--:--	--:--	06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00	07:00	14:00	--:--	--:--	07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40	06:30	19:40	08:00	19:40	<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50	07:20	13:50	--:--	--:--	06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15	07:50	18:15	09:30	16:30	07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25	07:10	15:25	--:--	--:--	07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15	--:--	--:--	--:--	--:--	16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00	06:30	12:50	--:--	--:--	06:30	12:00	06:30	12:50	--:--	--:--
Furze Platt	06:45	11:30	--:--	--:--	--:--	--:--	06:45	11:30	--:--	--:--	--:--	--:--
Gloucester	06:00	19:00	07:00	19:00	09:00	18:00	06:00	19:00	07:00	19:00	09:00	18:00
Goring & Streatley	06:15	12:45	07:00	13:30	--:--	--:--	06:15	12:45	07:00	13:30	--:--	--:--
Henley-On-Thames	06:00	13:00	07:00	13:00	--:--	--:--	06:00	13:00	07:00	13:00	--:--	--:--
Kemble	06:30	13:00	07:30	14:00	--:--	--:--	06:30	13:00	07:30	14:00	--:--	--:--
Keynsham	06:45	09:30	--:--	--:--	--:--	--:--	06:45	09:30	--:--	--:--	--:--	--:--

Kingham	05:40	12:10	06:40	13:10	--:--	--:--		05:40	12:10	06:40	13:10	--:--	--:--
Liskeard	07:00	18:00	08:00	18:00	09:15	16:45		07:00	18:00	08:00	18:00	09:15	16:45
Maidenhead	06:00	20:00	07:00	20:00	08:00	19:00		<b>06:30</b>	<b>19:30</b>	07:00	20:00	08:00	19:00
Moreton in Marsh	06:30	13:00	06:30	13:00	--:--	--:--		06:30	13:00	06:30	13:00	--:--	--:--
Mortimer	06:30	13:00	07:30	14:00	--:--	--:--		06:30	13:00	07:30	14:00	--:--	--:--
Nailsea & Backwell	06:30	09:45	--:--	--:--	--:--	--:--		06:30	09:45	--:--	--:--	--:--	--:--
Newbury	06:00	20:00	07:00	19:00	08:30	17:00		<b>06:30</b>	<b>19:30</b>	07:00	19:00	08:30	17:00
Newton Abbot	06:00	19:10	06:30	17:50	08:45	18:10		<b>06:30</b>	<b>19:10</b>	06:30	17:50	08:45	18:10
North Camp	06:30	13:00	07:15	13:45	--:--	--:--		06:30	13:00	07:15	13:45	--:--	--:--
Oldfield Park	06:30	10:30	--:--	--:--	--:--	--:--		06:30	10:30	--:--	--:--	--:--	--:--
Paignton	06:55	18:00	07:30	16:55	09:40	16:40		06:55	18:00	07:30	16:55	09:40	16:40
Pangbourne	06:20	12:50	07:00	13:30	--:--	--:--		06:20	12:50	07:00	13:30	--:--	--:--
Par	07:30	14:00	08:00	14:30	--:--	--:--		07:30	14:00	08:00	14:30	--:--	--:--
Pewsey	06:10	12:40	07:10	13:40				06:10	12:40	07:10	13:40	--:--	--:--
Reading West	06:30	10:45	--:--	--:--	--:--	--:--		06:30	10:45	--:--	--:--	--:--	--:--
Redruth	07:30	19:00	07:30	19:00	09:00	16:30		07:30	19:00	07:30	19:00	09:00	16:30
Slough	06:00	21:30	06:30	21:30	07:00	21:30		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>20:00</b>	<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00	09:00	07:30	19:00	09:00
St Erth	07:30	14:45	--:--	07:30	14:45	--:--
Stonehouse Glos	06:10	10:45	--:--	06:10	10:45	--:--
Stroud	06:30	18:00	09:45	06:30	18:00	09:45
Taunton	06:30	19:00	08:00	06:30	19:00	08:00
Teignmouth	07:10	19:00	--:--	07:10	19:00	--:--
Thatcham	06:00	12:30	--:--	06:00	12:30	--:--
Theale	06:30	13:00	--:--	06:30	13:00	--:--
Tilehurst	06:25	12:55	--:--	06:25	12:55	--:--
Tiverton Parkway	06:05	18:00	09:00	06:05	18:00	09:00
Torquay	07:10	17:00	09:40	07:10	17:00	09:40
Totnes	07:25	16:10	09:25	07:25	16:10	09:25
Trowbridge	06:40	13:10	09:20	06:40	13:10	09:20

Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat		Sun		Mon-Fri	Sat		Sun								
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] TAUNTON**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Taunton, is an Appendix A station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of Sunday 08:00-19:00 Mon-Fri 06:30-19:00 Sat- 06:30-19:00. This station has 3 amounts of TVM's where staff will be available to assist customers with purchasing tickets and to offer assistance. Taunton has had 6776 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- CXIX. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- CXX. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Taunton Station is on the outskirts of Taunton town centre

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.



Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Taunton is a commuter market town which serves Exeter, Bristol and London. During the summer months Somerset cricket club have a large following and passenger numbers rise to reflect this.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London Travel Watch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## **3. Evaluation of Options**

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p>

		<p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
532. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
533. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
534. Pregnancy / Maternity	N	This will not impact this protected characteristic
535. Race	N	This will not impact this protected characteristic
536. Religion / Belief	N	This will not impact this protected characteristic
537. Gender	N	This will not impact this protected characteristic
538. Sexual Orientation	N	This will not impact this protected characteristic
539. Marriage / Civil Partnership	N	This will not impact this protected characteristic
540. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	





## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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## GWR BEAP Chair

Name: [Name]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Business Assurance Director

Name: [Name]

Role: [Role]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

Station	Current Hours						Proposed hours						
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	
Barnstaple	06:15	17:50		06:15	17:50	09:20 16:40		06:15	17:50		06:15	17:50	09:20 16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35 18:00		07:00	18:00		07:00	18:00	10:35 18:00
Bourne End	06:05	12:35		07:05	13:35	--:-- --:--		06:05	12:35		07:05	13:35	--:-- --:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:-- --:--		06:20	13:30		06:20	13:30	--:-- --:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:-- --:--		06:20	12:50		07:20	13:30	--:-- --:--
Bridgwater	06:30	14:15		06:30	14:15	--:-- --:--		06:30	14:15		06:30	14:15	--:-- --:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30 19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00	08:30 19:00
Camborne	07:00	14:00		07:30	14:00	--:-- --:--		07:00	14:00		07:30	14:00	--:-- --:--
Castle Bar Park	07:00	10:00		--:-- --:--	--:-- --:--	--:-- --:--		07:00	10:00		--:-- --:--	--:-- --:--	--:-- --:--
Castle Cary	07:30	18:30		07:30	16:30	--:-- --:--		07:30	18:30		07:30	16:30	--:-- --:--
Charlbury	05:50	12:20		06:45	13:15	--:-- --:--		05:50	12:20		06:45	13:15	--:-- --:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00 16:30		06:30	19:30		07:00	19:15	09:00 16:30
Chippenham	05:50	20:00		05:50	19:30	07:40 19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30	07:40 19:50
Cholsey	06:10	12:40		07:00	13:30	--:-- --:--		06:10	12:40		07:00	13:30	--:-- --:--
Cookham	06:50	11:30		08:00	11:30	--:-- --:--		06:50	11:30		08:00	11:30	--:-- --:--
Crowthorne	06:45	10:30		--:-- --:--	--:-- --:--	--:-- --:--		06:45	10:30		--:-- --:--	--:-- --:--	--:-- --:--
Dawlish	07:05	19:00		07:00	14:00	--:-- --:--		07:05	19:00		07:00	14:00	--:-- --:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00 19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>	08:00 19:40
Evesham	06:20	12:50		07:20	13:50	--:-- --:--		06:20	12:50		07:20	13:50	--:-- --:--
Exeter Central	07:50	18:15		07:50	18:15	09:30 16:30		07:50	18:15		07:50	18:15	09:30 16:30
Exmouth	07:10	15:25		07:10	15:25	--:-- --:--		07:10	15:25		07:10	15:25	--:-- --:--
Filton Abbey Wood	16:15	19:15		--:-- --:--	--:-- --:--	--:-- --:--		16:15	19:15		--:-- --:--	--:-- --:--	--:-- --:--
Frome	06:30	12:00		06:30	12:50	--:-- --:--		06:30	12:00		06:30	12:50	--:-- --:--
Furze Platt	06:45	11:30		--:-- --:--	--:-- --:--	--:-- --:--		06:45	11:30		--:-- --:--	--:-- --:--	--:-- --:--
Gloucester	06:00	19:00		07:00	19:00	09:00 18:00		06:00	19:00		07:00	19:00	09:00 18:00
Goring & Streatley	06:15	12:45		07:00	13:30	--:-- --:--		06:15	12:45		07:00	13:30	--:-- --:--
Henley-On-Thames	06:00	13:00		07:00	13:00	--:-- --:--		06:00	13:00		07:00	13:00	--:-- --:--
Kemble	06:30	13:00		07:30	14:00	--:-- --:--		06:30	13:00		07:30	14:00	--:-- --:--
Keynsham	06:45	09:30		--:-- --:--	--:-- --:--	--:-- --:--		06:45	09:30		--:-- --:--	--:-- --:--	--:-- --:--
Kingham	05:40	12:10		06:40	13:10	--:-- --:--		05:40	12:10		06:40	13:10	--:-- --:--



Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:00</b>		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		<b>06:30</b>	<b>19:30</b>		<b>06:30</b>	<b>19:30</b>		<b>07:30</b>	<b>20:00</b>
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Teignmouth**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Teignmouth, is an Appendix A station and as part of these proposals, this station won't have a ticket office after the initial 12 months transition period. During this period, the ticket office will be open 07:10 to 19:00 Mon- Fri and 07:00-14:00 on Saturday. This station has 1 TVM where staff will be available to assist



customers with purchasing tickets and to offer assistance. Teignmouth has had 1,583 amount of Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- CXXI. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- CXXII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Teignmouth

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## Policies, Procedures and Requirements

### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Teignmouth is predominately a seaside destination sitting within Teignbridge Local Authority. Station usage increases during the summer months (May – August) due to tourists visiting the area. They also host an airshow in the summer which attracts many visitors to the town.

The station is also used by school children travelling to Grammar schools in Torbay.

The 2021 census shows the local authority resident count to be 134,803. This is broken down as follows:

#### Age

	Persons	
	Teignbridge Local Authority	
	count	%
All usual residents	134,805	100.0
Aged 4 years and under	5,905	4.4
Aged 5 to 9 years	6,891	5.1
Aged 10 to 15 years	8,545	6.3
Aged 16 to 19 years	4,923	3.7
Aged 20 to 24 years	5,588	4.1
Aged 25 to 34 years	13,642	10.1
Aged 35 to 49 years	22,428	16.6
Aged 50 to 64 years	30,446	22.6
Aged 65 to 74 years	19,190	14.2
Aged 75 to 84 years	12,291	9.1
Aged 85 years and over	4,956	3.7

In order to protect against disclosure of personal information, records have been swapped between different geographic areas and counts perturbed by small amounts. Small counts at the lowest geographies will be most affected.

Source: ONS - 2021 Census (TS007)

#### Long term health problem or disability

	Persons	
	Teignbridge Local Authority	
	count	%
All usual residents	134,803	100.0
Disabled under the Equality Act: Day-to-day activities limited a lot	10,936	8.1
Disabled under the Equality Act: Day-to-day activities limited a little	16,475	12.2
Not disabled under the Equality Act: Has long term physical or mental health condition but day-to-day activities are not limited	10,885	8.1
Not disabled under the Equality Act: No long term physical or mental health conditions	96,507	71.6

In order to protect against disclosure of personal information, records have been swapped between different geographic areas and counts perturbed by small amounts. Small counts at the lowest geographies will be most affected.

Source: ONS - 2021 Census (TS038)

### Local Plans

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.

		<p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.



You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
541. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
542. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
543. Pregnancy / Maternity	N	This will not impact this protected characteristic
544. Race	N	This will not impact this protected characteristic
545. Religion / Belief	N	This will not impact this protected characteristic
546. Gender	N	This will not impact this protected characteristic
547. Sexual Orientation	N	This will not impact this protected characteristic
548. Marriage / Civil Partnership	N	This will not impact this protected characteristic
549. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation



Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--
Furze Platt	06:45	11:30		--:--	--:--	--:--	--:--		06:45	11:30	--:--	--:--	--:--	--:--
Gloucester	06:00	19:00		07:00	19:00	09:00	18:00		06:00	19:00	07:00	19:00	09:00	18:00

Goring & Streatley	06:15	12:45		07:00	13:30	--:--	--:--		06:15	12:45		07:00	13:30	--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00	--:--	--:--		06:00	13:00		07:00	13:00	--:--	--:--
Kemble	06:30	13:00		07:30	14:00	--:--	--:--		06:30	13:00		07:30	14:00	--:--	--:--
Keynsham	06:45	09:30		--:--	--:--	--:--	--:--		06:45	09:30		--:--	--:--	--:--	--:--
Kingham	05:40	12:10		06:40	13:10	--:--	--:--		05:40	12:10		06:40	13:10	--:--	--:--
Liskeard	07:00	18:00		08:00	18:00	09:15	16:45		07:00	18:00		08:00	18:00	09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00	08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00	08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00	--:--	--:--		06:30	13:00		06:30	13:00	--:--	--:--
Mortimer	06:30	13:00		07:30	14:00	--:--	--:--		06:30	13:00		07:30	14:00	--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--	--:--	--:--		06:30	09:45		--:--	--:--	--:--	--:--
Newbury	06:00	20:00		07:00	19:00	08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00	08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50	08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50	08:45	18:10
North Camp	06:30	13:00		07:15	13:45	--:--	--:--		06:30	13:00		07:15	13:45	--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--	--:--	--:--		06:30	10:30		--:--	--:--	--:--	--:--
Paignton	06:55	18:00		07:30	16:55	09:40	16:40		06:55	18:00		07:30	16:55	09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30	--:--	--:--		06:20	12:50		07:00	13:30	--:--	--:--
Par	07:30	14:00		08:00	14:30	--:--	--:--		07:30	14:00		08:00	14:30	--:--	--:--
Pewsey	06:10	12:40		07:10	13:40				06:10	12:40		07:10	13:40	--:--	--:--
Reading West	06:30	10:45		--:--	--:--	--:--	--:--		06:30	10:45		--:--	--:--	--:--	--:--
Redruth	07:30	19:00		07:30	19:00	09:00	16:30		07:30	19:00		07:30	19:00	09:00	16:30
Slough	06:00	21:30		06:30	21:30	07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>	<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours						Proposed hours								
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun			
St Austell	07:30	19:00		07:30	19:00	09:00	16:30		07:30	19:00		07:30	19:00	09:00	16:30
St Erth	07:30	14:45		08:00	13:00	--:--	--:--		07:30	14:45		08:00	13:00	--:--	--:--
Stonehouse Glos	06:10	10:45		07:10	10:40	--:--	--:--		06:10	10:45		07:10	10:40	--:--	--:--
Stroud	06:30	18:00		07:15	14:30	09:45	17:00		06:30	18:00		07:15	14:30	09:45	17:00
Taunton	06:30	19:00		06:30	19:00	08:00	19:00		06:30	19:00		06:30	19:00	08:00	19:00
Teignmouth	07:10	19:00		07:00	14:00	--:--	--:--		07:10	19:00		07:00	14:00	--:--	--:--
Thatcham	06:00	12:30		06:50	13:20	--:--	--:--		06:00	12:30		06:50	13:20	--:--	--:--
Theale	06:30	13:00		07:00	13:30	--:--	--:--		06:30	13:00		07:00	13:30	--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30	--:--	--:--		06:25	12:55		07:00	13:30	--:--	--:--



Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours								
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun			
Bath Spa	06:00	20:00		06:00	20:00	07:45	20:00		06:30	19:30		07:00	20:00	07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30	06:45	21:30		06:30	19:30		07:00	20:00	07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00	07:30	20:40		06:30	19:30		07:00	20:00	07:30	20:30
London Paddington	06:00	22:00		06:00	22:00	07:00	22:00		06:30	19:30		07:00	20:00	07:30	20:30
Oxford	06:00	20:00		07:30	20:00	08:00	19:00		06:30	19:30		07:00	20:00	08:00	19:00
Penzance	06:45	19:30		06:15	18:10	08:45	17:30		06:45	19:30		06:15	18:10	08:45	17:30
Plymouth	06:25	20:00		06:25	19:00	08:00	19:00		06:30	19:30		07:00	19:00	08:00	19:00
Reading	06:15	22:00		06:15	22:00	07:15	22:00		06:30	19:30		06:30	19:30	07:30	20:00
Swindon	06:30	20:00		06:30	19:30	08:00	20:00		06:30	19:30		07:00	20:00	08:00	20:00
Truro	06:45	20:05		06:40	19:05	09:15	18:30		06:45	20:05		06:40	19:05	09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA) *This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Thatcham**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Thatcham, is an Appendix A station and as part of these proposals it will not have a ticket office after the initial 12 months transition period. Thatcham will have a ticket office in place for the transition period with operating hours of Mon-Fri 06:00-12:30, Sat 06:50-13:20. This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Thatcham has had 154 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- CXXIII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- CXXIV. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a “Frequently Asked Questions” section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway’s customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Thatcham

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Thatcham South and Crookham is a ward in West Berkshire of South East, England and includes areas of Hart's Hill, Piper Industrial Estate and Colthrop.

In the 2011 census the population of Thatcham South and Crookham was 6,974 and is made up of approximately 49% females and 51% males.

The average age of people in Thatcham South and Crookham is 37, while the median age is also 37.

88.2% of people living in Thatcham South and Crookham were born in England. Other top answers for country of birth were 1.6% Scotland, 1.5% Wales, 0.8% South Africa, 0.6% Ireland, 0.6% India, 0.4% Northern Ireland, 0.4% Zimbabwe, 0.3% United States, 0.2% Australia.

53.4% of people are married, 12.8% cohabit with a member of the opposite sex, 0.9% live with a partner of the same sex, 19.5% are single and have never married or been in a registered same sex partnership, 7.8% are separated or divorced. There are 321 widowed people living in Thatcham South and Crookham.

The top occupations listed by people in Thatcham South and Crookham are Professional 20.7%, Associate professional and technical 14.4%, Administrative and secretarial 12.9%, Managers, directors and senior officials 9.8%, Administrative 9.7%, Skilled trades 9.6%, Science, research, engineering and technology professionals 9.5%, Elementary 9.1%, Caring, leisure and other service 8.9%, Sales and customer service 8.5%.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably

		<p>less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
<p>All ticket offices closed and a move to more flexible retail offering, after a transition period</p>	<p>Yes</p>	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.



#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
550. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
551. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
552. Pregnancy / Maternity	N	This will not impact this protected characteristic
553. Race	N	This will not impact this protected characteristic
554. Religion / Belief	N	This will not impact this protected characteristic
555. Gender	N	This will not impact this protected characteristic
556. Sexual Orientation	N	This will not impact this protected characteristic
557. Marriage / Civil Partnership	N	This will not impact this protected characteristic
558. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## 8. Approval

### STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

#### **Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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#### **Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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#### **Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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## GWR BEAP Chair

Name: [Name]

Signature:

Date:

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## Business Assurance Director

Name: [Name]

Role: [Role]

Signature:

Date:

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## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours	Proposed hours
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Station	Mon-Fri						Sat						Sun					
	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00	
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--	
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--	
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--	
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--	
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00	
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--	
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--	
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--	
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--	
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30	
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50	
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--	
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--	
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--	
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--	
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40	
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--	
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30	
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--	
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--	
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--	
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--	
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00	
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--	
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--	
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--	
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--	
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--	
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45	

Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	
Theale	06:30	13:00		06:30	13:00	
Tilehurst	06:25	12:55		06:25	12:55	
Tiverton Parkway	06:05	18:00		06:05	18:00	
Torquay	07:10	17:00		07:10	17:00	
Totnes	07:25	16:10		07:25	16:10	
Trowbridge	06:40	13:10		06:40	13:10	
Twyford	06:00	19:00		06:00	19:00	
Warminster	07:00	13:30		07:00	13:30	

Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Theale**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Theale, is an Appendix A station and as part of these proposals it will not have a ticket office after the initial 12 months transition period. Thatcham will have a ticket office in place for the transition period with

operating hours of Mon-Fri 06:30-13:00, Sat 07:00-13:30 This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Theale has had 72 Passenger Assist requests between 01/04/2022 and 31/03/2023. Theale is not step free or accessible, however access for all funding has been granted to provide a lift bridge.

The proposed changes can be divided into two activities:

CXXV. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.

CXXVI. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Theale

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## Policies, Procedures and Requirements

### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Theale is a ward in West Berkshire of South East, England and includes areas of Theale, Padworth, Sulhamstead, Woolhampton, Midgham, Parker's Corner, Englefield, Kiff Green, Upper Woolhampton and Beenham.

In the 2011 census the population of Theale was 2,835 and is made up of approximately 51% females and 49% males.

The average age of people in Theale is 39, while the median age is also 39.

86.1% of people living in Theale were born in England. Other top answers for country of birth were 2.3% Scotland, 1.8% Wales, 0.9% South Africa, 0.7% Northern Ireland, 0.6% Ireland, 0.6% India, 0.5% Australia, 0.5% Zimbabwe, 0.4% United States

46.2% of people are married, 12.6% cohabit with a member of the opposite sex, 1.1% live with a partner of the same sex, 22.6% are single and have never married or been in a registered same sex partnership, 11.1% are separated or divorced. There are 192 widowed people living in Theale.

The top occupations listed by people in Theale are Professional 18.1%, Administrative and secretarial 14.1%, Associate professional and technical 13.7%, Skilled trades 11.2%, Managers, directors and senior officials 10.8%, Elementary 9.6%, Administrative 9.6%, Elementary administration and service 8.3%, Science, research, engineering and technology professionals 8.2%, Sales and customer service 8.0%.

### Local Plans

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.



Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only</p>

		limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
559. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
560. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
561. Pregnancy / Maternity	N	This will not impact this protected characteristic
562. Race	N	This will not impact this protected characteristic
563. Religion / Belief	N	This will not impact this protected characteristic
564. Gender	N	This will not impact this protected characteristic
565. Sexual Orientation	N	This will not impact this protected characteristic
566. Marriage / Civil Partnership	N	This will not impact this protected characteristic
567. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	





## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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## GWR BEAP Chair

Name: [Name]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Business Assurance Director

Name: [Name]

Role: [Role]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours	Proposed hours
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Station	Mon-Fri						Sat						Sun					
	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00	
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--	
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--	
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--	
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--	
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00	
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--	
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--	
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--	
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--	
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30	
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50	
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--	
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--	
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--	
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--	
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40	
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--	
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30	
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--	
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--	
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--	
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--	
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00	
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--	
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--	
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--	
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--	
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--	
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45	

Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	
Theale	06:30	13:00		06:30	13:00	
Tilehurst	06:25	12:55		06:25	12:55	
Tiverton Parkway	06:05	18:00		06:05	18:00	
Torquay	07:10	17:00		07:10	17:00	
Totnes	07:25	16:10		07:25	16:10	
Trowbridge	06:40	13:10		06:40	13:10	
Twyford	06:00	19:00		06:00	19:00	
Warminster	07:00	13:30		07:00	13:30	

Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Bath Spa	06:00	20:00		06:00	20:00	07:45	20:00		06:30	19:30	07:00	20:00	07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30	06:45	21:30		06:30	19:30	07:00	20:00	07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00	07:30	20:40		06:30	19:30	07:00	20:00	07:30	20:30
London Paddington	06:00	22:00		06:00	22:00	07:00	22:00		06:30	19:30	07:00	20:00	07:30	20:30
Oxford	06:00	20:00		07:30	20:00	08:00	19:00		06:30	19:30	07:00	20:00	08:00	19:00
Penzance	06:45	19:30		06:15	18:10	08:45	17:30		06:45	19:30	06:15	18:10	08:45	17:30
Plymouth	06:25	20:00		06:25	19:00	08:00	19:00		06:30	19:30	07:00	19:00	08:00	19:00
Reading	06:15	22:00		06:15	22:00	07:15	22:00		06:30	19:30	06:30	19:30	07:30	20:00
Swindon	06:30	20:00		06:30	19:30	08:00	20:00		06:30	19:30	07:00	20:00	08:00	20:00
Truro	06:45	20:05		06:40	19:05	09:15	18:30		06:45	20:05	06:40	19:05	09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Tilehurst**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Tilehurst, is an Appendix A station and as part of these proposals it will not have a ticket office after the initial 12 months transition period. Tilehurst will have a ticket office in place for the transition period with operating hours of Mon-Fri 06:25-12:55, Sat 07:00-13:30. This station has 1 TVM's where staff will be available to assist customers with purchasing tickets and to offer assistance. Tilehurst has had 39 Passenger Assist requests between 01/04/2022 and 31/03/2023. The station is not accessible or step free. A lift bridge is likely to be installed within the next 12 months.

The proposed changes can be divided into two activities:

CXXVII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.

CXXVIII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.



GWR will provide a “Frequently Asked Questions” section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway’s customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Tilehurst

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Tilehurst is a ward in Reading of South East, England and includes areas of Tilehurst, Calcot Row, Churchend, Horncastle, Reading North, Little Heath, Westwood Row and The Gutter.

In the 2011 census the population of Tilehurst was 9,155 and is made up of approximately 52% females and 48% males.

The average age of people in Tilehurst is 40, while the median age is also 40.

87.5% of people living in Tilehurst were born in England. Other top answers for country of birth were 1.2% Wales, 1.1% Scotland, 1.0% Ireland, 0.8% India, 0.5% Pakistan, 0.4% Northern Ireland, 0.4% South Africa, 0.3% Zimbabwe, 0.3% Jamaica

51.4% of people are married, 9.2% cohabit with a member of the opposite sex, 0.4% live with a partner of the same sex, 22.1% are single and have never married or been in a registered same sex partnership, 8.0% are separated or divorced. There are 453 widowed people living in Tilehurst.

The top occupations listed by people in Tilehurst are Professional 15.5%, Skilled trades 14.2%, Administrative and secretarial 13.9%, Associate professional and technical 12.1%, Caring, leisure and other service 10.3%, Administrative 9.9%, Sales and customer service 9.7%, Elementary 9.3%, Managers, directors and senior officials 9.0%, Elementary administration and service 8.3%.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>

<p>Keep some ticket offices open at some stations, outside the transition process</p>	<p>No</p>	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
<p>All ticket offices closed and a move to more flexible retail offering, after a transition period</p>	<p>Yes</p>	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010,

<http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.



#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
568. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
569. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
570. Pregnancy / Maternity	N	This will not impact this protected characteristic
571. Race	N	This will not impact this protected characteristic
572. Religion / Belief	N	This will not impact this protected characteristic
573. Gender	N	This will not impact this protected characteristic
574. Sexual Orientation	N	This will not impact this protected characteristic
575. Marriage / Civil Partnership	N	This will not impact this protected characteristic
576. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	



## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

### Project Manager (Promoter)

Name: [Name]

Role: [Role]

Signature:

Date:

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### Sponsor (Client Rep.)

Name: [Name]

Role: [Role]

Signature:

Date:

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### Head of Department

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours				Proposed hours			
Station	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		

Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--

Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	
Theale	06:30	13:00		06:30	13:00	
Tilehurst	06:25	12:55		06:25	12:55	
Tiverton Parkway	06:05	18:00		06:05	18:00	
Torquay	07:10	17:00		07:10	17:00	
Totnes	07:25	16:10		07:25	16:10	
Trowbridge	06:40	13:10		06:40	13:10	
Twyford	06:00	19:00		06:00	19:00	
Warminster	07:00	13:30		07:00	13:30	
Westbury Wilts	06:50	17:00		06:50	17:00	
Weston-super-Mare	06:10	17:45		06:10	17:45	

Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00



## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Tiverton Parkway Station**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Tiverton Parkway, is an Appendix A station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of Sunday: 09:00 – 17:00 Mon-Fri: 06:05 – 18:00 and Saturday:

07:05 – 17:00. This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Tiverton Parkway has had 1,659 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

CXXIX. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.

CXXX. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Tiverton Parkway is adjacent to the M5 it is 7 miles away from Tiverton town centre.

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Tiverton is a commuter station with commuters traveling to London, Bristol and Exeter, it has 3 large carparks that are 75% full Monday to Friday.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## **3. Evaluation of Options**

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers</p>

		<p>purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
577. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
578. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>



		Passenger Assistance will not be affected by these changes.
579. Pregnancy / Maternity	N	This will not impact this protected characteristic
580. Race	N	This will not impact this protected characteristic
581. Religion / Belief	N	This will not impact this protected characteristic
582. Gender	N	This will not impact this protected characteristic
583. Sexual Orientation	N	This will not impact this protected characteristic
584. Marriage / Civil Partnership	N	This will not impact this protected characteristic
585. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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## GWR BEAP Chair

Name: [Name]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Business Assurance Director

Name: [Name]

Role: [Role]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours	Proposed hours
--	---------------	----------------

Station	Mon-Fri						Sat						Sun					
	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00	
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--	
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--	
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--	
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--	
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00	
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--	
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--	
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--	
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--	
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30	
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50	
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--	
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--	
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--	
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--	
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40	
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--	
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30	
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--	
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--	
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--	
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--	
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00	
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--	
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--	
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--	
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--	
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--	
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45	



Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	
Theale	06:30	13:00		06:30	13:00	
Tilehurst	06:25	12:55		06:25	12:55	
Tiverton Parkway	06:05	18:00		06:05	18:00	
Torquay	07:10	17:00		07:10	17:00	
Totnes	07:25	16:10		07:25	16:10	
Trowbridge	06:40	13:10		06:40	13:10	
Twyford	06:00	19:00		06:00	19:00	
Warminster	07:00	13:30		07:00	13:30	

Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat		Sun		Mon-Fri	Sat		Sun								
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:00</b>		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		<b>06:30</b>	<b>19:30</b>		<b>06:30</b>	<b>19:30</b>		<b>07:30</b>	<b>20:00</b>
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA) *This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Torquay**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases,

with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Torquay, is an Appendix A station and as part of these proposals, this station won't have a ticket office after the initial 12 months transition period. During the transition, the ticket office opening hours are 07:10-17:00 Mon-Fri, 07:00-17:00 Saturday and 09:40 to 17:10 on Sunday. This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Torquay has had 2151 amount of Passenger Assist requests between 01/04/2022 and 31/03/2023. Torquay will have an access for all bridge installed in the near future. Currently both platforms can be accessed step free via public footpaths.

The proposed changes can be divided into two activities:

CXXXI. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.

CXXXII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a

practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a “Frequently Asked Questions” section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway’s customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing.

Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Torquay

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through

contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Torquay is predominately a seaside destination sitting within Torbay Local Authority. Station usage increases during the summer months (May – August) due to tourists visiting the area. In the immediate vicinity of the station is a popular tourist hotel and the local beach

The 2021 census shows the local authority resident count to be 139,324. This is broken down as follows:

## Age

	Persons	
	Torbay Local Authority	
	count	%
All usual residents	139,324	100.0
Aged 4 years and under	6,059	4.3
Aged 5 to 9 years	7,312	5.2
Aged 10 to 15 years	8,921	6.4
Aged 16 to 19 years	5,302	3.8
Aged 20 to 24 years	6,214	4.5
Aged 25 to 34 years	14,740	10.6
Aged 35 to 49 years	22,738	16.3
Aged 50 to 64 years	30,850	22.1
Aged 65 to 74 years	19,226	13.8
Aged 75 to 84 years	12,688	9.1
Aged 85 years and over	5,274	3.8

In order to protect against disclosure of personal information, records have been swapped between different geographic areas and counts perturbed by small amounts. Small counts at the lowest geographies will be most affected.

Source: ONS - 2021 Census (TS007)

## Long term health problem or disability

	Persons	
	Torbay Local Authority	
	count	%
All usual residents	139,323	100.0
Disabled under the Equality Act: Day-to-day activities limited a lot	15,258	11.0
Disabled under the Equality Act: Day-to-day activities limited a little	17,966	12.9
Not disabled under the Equality Act: Has long term physical or mental health condition but day-to-day activities are not limited	9,981	7.2
Not disabled under the Equality Act: No long term physical or mental health conditions	96,118	69.0

In order to protect against disclosure of personal information, records have been swapped between different geographic areas and counts perturbed by small amounts. Small counts at the lowest geographies will be most affected.

Source: ONS - 2021 Census (TS038)

## Local Plans

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.



At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of</p>

		Passenger Assistance and offer a more flexible service to all our customers.
Keep some ticket offices open at some stations, outside the transition process	No	The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.



This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
586. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
587. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
588. Pregnancy / Maternity	N	This will not impact this protected characteristic
589. Race	N	This will not impact this protected characteristic
590. Religion / Belief	N	This will not impact this protected characteristic
591. Gender	N	This will not impact this protected characteristic
592. Sexual Orientation	N	This will not impact this protected characteristic
593. Marriage / Civil Partnership	N	This will not impact this protected characteristic
594. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	





## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri		Sat		Sun		Mon-Fri		Sat		Sun						
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA) *This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Totnes**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.



Totnes, is an Appendix A station and as part of these proposals, this station won't have a ticket office after the initial 12 months transition period. This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Totnes has had 2,200 amount of Passenger Assist requests between 01/04/2022 and 31/03/2023. This station is fully accessible and step free.

The proposed changes can be divided into two activities:

CXXXIII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.

CXXXIV. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Totnes

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## Policies, Procedures and Requirements

### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Totnes is a historical town sitting within South Hams Local Authority. Station usage increases during the summer months (May – August) due to tourists visiting the area.

In the nearby vicinity there is the Dartmouth Royal Naval College.

The 2021 census shows the local authority resident count to be 88,628. This is broken down as follows:

#### Age

	Persons	
	count	%
All usual residents	88,628	100.0
Aged 4 years and under	3,529	4.0
Aged 5 to 9 years	4,441	5.0
Aged 10 to 15 years	5,689	6.4
Aged 16 to 19 years	3,331	3.8
Aged 20 to 24 years	3,340	3.8
Aged 25 to 34 years	8,013	9.0
Aged 35 to 49 years	14,160	16.0
Aged 50 to 64 years	21,044	23.7
Aged 65 to 74 years	13,500	15.2
Aged 75 to 84 years	8,279	9.3
Aged 85 years and over	3,302	3.7

In order to protect against disclosure of personal information, records have been swapped between different geographic areas and counts perturbed by small amounts. Small counts at the lowest geographies will be most affected.

Source: ONS - 2021 Census (TS007)

### Long term health problem or disability

	Persons	
	South Hams Local Authority	
	count	%
All usual residents	88,626	100.0
Disabled under the Equality Act: Day-to-day activities limited a lot	6,715	7.6
Disabled under the Equality Act: Day-to-day activities limited a little	10,040	11.3
Not disabled under the Equality Act: Has long term physical or mental health condition but day-to-day activities are not limited	7,339	8.3
Not disabled under the Equality Act: No long term physical or mental health conditions	64,532	72.8

In order to protect against disclosure of personal information, records have been swapped between different geographic areas and counts perturbed by small amounts. Small counts at the lowest geographies will be most affected.

Source: ONS - 2021 Census (TS038)

### Local Plans

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p>

		This option provides the greater consistency across the network.
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
595. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
596. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
597. Pregnancy / Maternity	N	This will not impact this protected characteristic
598. Race	N	This will not impact this protected characteristic
599. Religion / Belief	N	This will not impact this protected characteristic
600. Gender	N	This will not impact this protected characteristic
601. Sexual Orientation	N	This will not impact this protected characteristic
602. Marriage / Civil Partnership	N	This will not impact this protected characteristic
603. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation



Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours				Proposed hours			
Station	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		

Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--

Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours						Proposed hours					
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	09:00 16:30	07:30	19:00		07:30	19:00	09:00 16:30
St Erth	07:30	14:45		08:00	13:00	--:-- --:--	07:30	14:45		08:00	13:00	--:-- --:--
Stonehouse Glos	06:10	10:45		07:10	10:40	--:-- --:--	06:10	10:45		07:10	10:40	--:-- --:--
Stroud	06:30	18:00		07:15	14:30	09:45 17:00	06:30	18:00		07:15	14:30	09:45 17:00
Taunton	06:30	19:00		06:30	19:00	08:00 19:00	06:30	19:00		06:30	19:00	08:00 19:00
Teignmouth	07:10	19:00		07:00	14:00	--:-- --:--	07:10	19:00		07:00	14:00	--:-- --:--
Thatcham	06:00	12:30		06:50	13:20	--:-- --:--	06:00	12:30		06:50	13:20	--:-- --:--
Theale	06:30	13:00		07:00	13:30	--:-- --:--	06:30	13:00		07:00	13:30	--:-- --:--
Tilehurst	06:25	12:55		07:00	13:30	--:-- --:--	06:25	12:55		07:00	13:30	--:-- --:--
Tiverton Parkway	06:05	18:00		07:05	17:00	09:00 17:00	06:05	18:00		07:05	17:00	09:00 17:00
Torquay	07:10	17:00		07:00	17:00	09:40 17:10	07:10	17:00		07:00	17:00	09:40 17:10
Totnes	07:25	16:10		07:25	15:45	09:25 17:00	07:25	16:10		07:25	15:45	09:25 17:00
Trowbridge	06:40	13:10		06:40	14:50	09:20 16:50	06:40	13:10		06:40	14:50	09:20 16:50
Twyford	06:00	19:00		06:45	15:30	08:15 15:00	06:00	19:00		06:45	15:30	08:15 15:00
Warminster	07:00	13:30		--:--	--:--	--:-- --:--	07:00	13:30		--:--	--:--	--:-- --:--
Westbury Wilts	06:50	17:00		07:40	13:40	11:35 18:00	06:50	17:00		07:40	13:40	11:35 18:00
Weston-super-Mare	06:10	17:45		06:10	17:45	08:30 18:20	06:10	17:45		06:10	17:45	08:30 18:20



Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

### Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Trowbridge**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Trowbridge, is an Appendix A station and as part of these proposals, won't have a ticket office in place after the initial 12 months transition period with operating hours of Sunday 09:20-16:50 Monday – Friday, 06:40 – 13:10 and Saturday 06:40 – 14:50. This station has 2 TVM's where staff will be available to assist customers with purchasing tickets and to offer assistance. Trowbridge has had 556 amount of Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

CXXXV. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.

CXXXVI. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are

equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Trowbridge Station, Stallard Street, Trowbridge, Wiltshire, BA14 8HW

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

## Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## Policies, Procedures and Requirements

### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Trowbridge is in the county town of Wiltshire, England, on the River Biss in the west of the county. It is near the county border with Somerset and lies 8 miles (13 km) southeast of Bath, 31 miles (50 km) southwest of Swindon and 20 miles (32 km) southeast of Bristol. The parish had a population of 37,169 in 2021.

Trowbridge railway station was opened in 1848 on the Westbury–Bradford-on-Avon section of the Wilts, Somerset and Weymouth Railway. Today this line forms part of both the Wessex Main Line (Bristol–Westbury–Southampton) and the Heart of Wessex Line (Bristol–Westbury–Weymouth), while the original route to Melksham, Chippenham and Swindon is used by the TransWilts service. Other services from Trowbridge join the Great Western Main Line at Bath and Chippenham, or join the Reading to Taunton line at Westbury.

Trowbridge station is a short walk from the town centre and is also only a 7-minute walk away from the shires shopping centre. John of Gaunt School and St Augustine's Catholic college are also only a short walk away with a large percentage of passengers using the station to get to school.

### Local Plans

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>

<p>Keep some ticket offices open at some stations, outside the transition process</p>	<p>No</p>	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
<p>All ticket offices closed and a move to more flexible retail offering, after a transition period</p>	<p>Yes</p>	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010,

<http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.





#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
604. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
605. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
606. Pregnancy / Maternity	N	This will not impact this protected characteristic
607. Race	N	This will not impact this protected characteristic
608. Religion / Belief	N	This will not impact this protected characteristic
609. Gender	N	This will not impact this protected characteristic
610. Sexual Orientation	N	This will not impact this protected characteristic
611. Marriage / Civil Partnership	N	This will not impact this protected characteristic
612. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

### STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

#### Project Manager (Promoter)

Name: [Name]

Role: [Role]

Signature:

Date:

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#### Sponsor (Client Rep.)

Name: [Name]

Role: [Role]

Signature:

Date:

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#### Head of Department

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_



**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri		Sat		Sun		Mon-Fri		Sat		Sun						
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Truro**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Truro, is an Appendix B station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 0645-2005 Mon-Fri, 0645-1905 Sat, and 0915-1830 Sun. This station has 2 TVM's where staff will be available to assist customers with purchasing tickets and to offer assistance. Truro has had 3401 Passenger Assist requests between 01/04/2022 and 31/03/2023. Step free

access is provided at the station by means of the level crossing. Truro station services a number of local schools, as well as being the closest station to the county's main hospital, RCH Treリスケ.

The proposed changes can be divided into two activities:

CXXXVII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.

CXXXVIII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Truro

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Truro has a population of approximately 23,000 people. 22% of the population are 65 years and older. The station includes the Falmouth branch line and carries a high number of students to and from Falmouth University.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## **3. Evaluation of Options**



Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p>

		<p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
613. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
614. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
615. Pregnancy / Maternity	N	This will not impact this protected characteristic
616. Race	N	This will not impact this protected characteristic
617. Religion / Belief	N	This will not impact this protected characteristic
618. Gender	N	This will not impact this protected characteristic
619. Sexual Orientation	N	This will not impact this protected characteristic
620. Marriage / Civil Partnership	N	This will not impact this protected characteristic
621. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	





## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri		Sat		Sun		Mon-Fri		Sat		Sun						
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Twyford**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Twyford, is an Appendix B station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 0600-1900 Mon-Fri, 0645-1530 Sat, 0815-1500 Sun. This station has 2 TVM's where staff will be available to assist customers with purchasing tickets and to offer assistance.

Twyford has had 385 amount of Passenger Assist requests between 01/04/2022 and 31/03/2023. This station is fully accessible and also served by the Elizabeth Line.

The proposed changes can be divided into two activities:

- CXXXIX. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- CXL. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.



## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Twyford

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## **3. Evaluation of Options**

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p>

		This option provides the greater consistency across the network.
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
622. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
623. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
624. Pregnancy / Maternity	N	This will not impact this protected characteristic
625. Race	N	This will not impact this protected characteristic
626. Religion / Belief	N	This will not impact this protected characteristic
627. Gender	N	This will not impact this protected characteristic
628. Sexual Orientation	N	This will not impact this protected characteristic
629. Marriage / Civil Partnership	N	This will not impact this protected characteristic
630. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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## GWR BEAP Chair

Name: [Name]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Business Assurance Director

Name: [Name]

Role: [Role]

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours	Proposed hours
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Station	Mon-Fri						Sat						Sun					
	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00	
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--	
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--	
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--	
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--	
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00	
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--	
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--	
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--	
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--	
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30	
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50	
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--	
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--	
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--	
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--	
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40	
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--	
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30	
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--	
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--	
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--	
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--	
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00	
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--	
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--	
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--	
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--	
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--	
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45	

Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Painton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	
Theale	06:30	13:00		06:30	13:00	
Tilehurst	06:25	12:55		06:25	12:55	
Tiverton Parkway	06:05	18:00		06:05	18:00	
Torquay	07:10	17:00		07:10	17:00	
Totnes	07:25	16:10		07:25	16:10	
Trowbridge	06:40	13:10		06:40	13:10	
Twyford	06:00	19:00		06:00	19:00	
Warminster	07:00	13:30		07:00	13:30	

Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri		Sat		Sun		Mon-Fri		Sat		Sun						
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA) *This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.



[Name of Project] Station Reform

[GWR Sponsor Name] XXXXX

[GWR DIA Author Name (Promoter)] XXXXX / XXXXX

[Role] Regional Station Manager – East Region

[Station] Windsor & Eton Central

GRIP Stage: N/A

Version: 1

[Date] 22/06/26

GWR-DIA-2021

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Edition	Date	Changes
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Windsor & Eton Central is an Appendix B station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 0640-1900 Mon-Sat, 0820-1750 Sun. This station has 2 TVM's where staff will be available to assist customers with purchasing tickets and to offer assistance. Windsor & Eton has had 180 amount of Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- CXLI. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- CXLII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## **Location**

Windsor & Eton Central

## **Timescale**

Dependent on agreement with all relevant parties.

## **2. Evidence**

### **Current Business Practices**

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

### **Policies, Procedures and Requirements**

## Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers. Windsor has a high footfall from tourists of all ages due to the close proximity to Windsor Castle.

## Local Plans

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

## Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p>

		This option provides the greater consistency across the network.
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
631. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
632. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
633. Pregnancy / Maternity	N	This will not impact this protected characteristic
634. Race	N	This will not impact this protected characteristic
635. Religion / Belief	N	This will not impact this protected characteristic
636. Gender	N	This will not impact this protected characteristic
637. Sexual Orientation	N	This will not impact this protected characteristic
638. Marriage / Civil Partnership	N	This will not impact this protected characteristic
639. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation



Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

### STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

#### **Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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#### **Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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#### **Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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## GWR BEAP Chair

Name: [Name]

Signature:

Date:

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## Business Assurance Director

Name: [Name]

Role: [Role]

Signature:

Date:

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## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A:** Initially retained ticket offices (to close during a 12 month transition period), including **changes to opening hours:**

	Current Hours	Proposed hours
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Station	Mon-Fri						Sat						Sun					
	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Barnstaple	06:15	17:50		06:15	17:50		09:20	16:40		06:15	17:50		06:15	17:50		09:20	16:40	
Bodmin Parkway	07:00	18:00		07:00	18:00		10:35	18:00		07:00	18:00		07:00	18:00		10:35	18:00	
Bourne End	06:05	12:35		07:05	13:35		--:--	--:--		06:05	12:35		07:05	13:35		--:--	--:--	
Bradford-On-Avon	06:20	13:30		06:20	13:30		--:--	--:--		06:20	13:30		06:20	13:30		--:--	--:--	
Bramley (Hants)	06:20	12:50		07:20	13:30		--:--	--:--		06:20	12:50		07:20	13:30		--:--	--:--	
Bridgwater	06:30	14:15		06:30	14:15		--:--	--:--		06:30	14:15		06:30	14:15		--:--	--:--	
Bristol Parkway	06:00	20:00		07:00	18:00		08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00		08:30	19:00	
Camborne	07:00	14:00		07:30	14:00		--:--	--:--		07:00	14:00		07:30	14:00		--:--	--:--	
Castle Bar Park	07:00	10:00		--:--	--:--		--:--	--:--		07:00	10:00		--:--	--:--		--:--	--:--	
Castle Cary	07:30	18:30		07:30	16:30		--:--	--:--		07:30	18:30		07:30	16:30		--:--	--:--	
Charlbury	05:50	12:20		06:45	13:15		--:--	--:--		05:50	12:20		06:45	13:15		--:--	--:--	
Cheltenham Spa	06:15	20:15		06:15	19:15		09:00	16:30		06:30	19:30		07:00	19:15		09:00	16:30	
Chippenham	05:50	20:00		05:50	19:30		07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30		07:40	19:50	
Cholsey	06:10	12:40		07:00	13:30		--:--	--:--		06:10	12:40		07:00	13:30		--:--	--:--	
Cookham	06:50	11:30		08:00	11:30		--:--	--:--		06:50	11:30		08:00	11:30		--:--	--:--	
Crowthorne	06:45	10:30		--:--	--:--		--:--	--:--		06:45	10:30		--:--	--:--		--:--	--:--	
Dawlish	07:05	19:00		07:00	14:00		--:--	--:--		07:05	19:00		07:00	14:00		--:--	--:--	
Didcot Parkway	06:00	19:40		06:30	19:40		08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>		08:00	19:40	
Evesham	06:20	12:50		07:20	13:50		--:--	--:--		06:20	12:50		07:20	13:50		--:--	--:--	
Exeter Central	07:50	18:15		07:50	18:15		09:30	16:30		07:50	18:15		07:50	18:15		09:30	16:30	
Exmouth	07:10	15:25		07:10	15:25		--:--	--:--		07:10	15:25		07:10	15:25		--:--	--:--	
Filton Abbey Wood	16:15	19:15		--:--	--:--		--:--	--:--		16:15	19:15		--:--	--:--		--:--	--:--	
Frome	06:30	12:00		06:30	12:50		--:--	--:--		06:30	12:00		06:30	12:50		--:--	--:--	
Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--	
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00	
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--	
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--	
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--	
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--	
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--	
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45	

Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	
Theale	06:30	13:00		06:30	13:00	
Tilehurst	06:25	12:55		06:25	12:55	
Tiverton Parkway	06:05	18:00		06:05	18:00	
Torquay	07:10	17:00		07:10	17:00	
Totnes	07:25	16:10		07:25	16:10	
Trowbridge	06:40	13:10		06:40	13:10	
Twyford	06:00	19:00		06:00	19:00	
Warminster	07:00	13:30		07:00	13:30	



Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

## Appendix B

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Bath Spa	06:00	20:00		06:00	20:00	07:45	20:00		06:30	19:30	07:00	20:00	07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30	06:45	21:30		06:30	19:30	07:00	20:00	07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00	07:30	20:40		06:30	19:30	07:00	20:00	07:30	20:30
London Paddington	06:00	22:00		06:00	22:00	07:00	22:00		06:30	19:30	07:00	20:00	07:30	20:30
Oxford	06:00	20:00		07:30	20:00	08:00	19:00		06:30	19:30	07:00	20:00	08:00	19:00
Penzance	06:45	19:30		06:15	18:10	08:45	17:30		06:45	19:30	06:15	18:10	08:45	17:30
Plymouth	06:25	20:00		06:25	19:00	08:00	19:00		06:30	19:30	07:00	19:00	08:00	19:00
Reading	06:15	22:00		06:15	22:00	07:15	22:00		06:30	19:30	06:30	19:30	07:30	20:00
Swindon	06:30	20:00		06:30	19:30	08:00	20:00		06:30	19:30	07:00	20:00	08:00	20:00
Truro	06:45	20:05		06:40	19:05	09:15	18:30		06:45	20:05	06:40	19:05	09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Warminster**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Warminster, is an Appendix A station and as part of these proposals, won't have a ticket office in place after the initial 12 months transition period, with operating hours of : - Monday – Friday 07:00 – 13:30. This station has 2 TVM's where staff will be available to assist customers with purchasing tickets and to offer

assistance. Warminster has had 379 amount of Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- CXLIII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- CXLIV. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Warminster Station, Station Road, Warminster, Wiltshire, BA12 9BP

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Warminster is a historic market town and civil parish in south-west Wiltshire, England, on the western edge of Salisbury Plain. The parish had a population of 18,173 in 2021. The 5th Largest in Wiltshire.

Warminster railway station, opened in 1851, is managed by Great Western Railway. The station is on the Wessex Main Line and has regular services to Bristol, Cardiff, Southampton and Portsmouth. Warminster Station is a 9-minute walk from the high street and is next to a retail park.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

### 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>

<p>All ticket offices closed and a move to more flexible retail offering, after a transition period</p>	<p>Yes</p>	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.



#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
640. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
641. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
642. Pregnancy / Maternity	N	This will not impact this protected characteristic
643. Race	N	This will not impact this protected characteristic
644. Religion / Belief	N	This will not impact this protected characteristic
645. Gender	N	This will not impact this protected characteristic
646. Sexual Orientation	N	This will not impact this protected characteristic
647. Marriage / Civil Partnership	N	This will not impact this protected characteristic
648. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

---

---

**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

---

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_



**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Westbury**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Westbury is an Appendix A station and as part of these proposals, won't have a ticket office in place after the initial 12 months transition period with operating hours of Sunday 11:35 – 18:00 Mon-Fri 06:50 – 17:00 Saturday 07:40 – 13:40. This station has 2 TVM's where staff will be available to assist customers with

purchasing tickets and to offer assistance. Westbury has had 2455 amount of Passenger Assist requests between 01/04/2022 and 31/03/2023 and has step free access to the whole station.

The proposed changes can be divided into two activities:

CXLV. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.

CXLVI. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Westbury Station, Station Approach, Westbury, Wiltshire, BA13 4HP

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Westbury has a large proportion of students travelling through the station for secondary school in other local towns such as Trowbridge.

Passengers change at Westbury for services heading to London, Bristol, Bath, Exeter. Holiday makers heading down to the south coast from across the county may pass through or change at Westbury. Therefore, all customer groups need to be considered in this proposal.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.



### 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>

<p>All ticket offices closed and a move to more flexible retail offering, after a transition period</p>	<p>Yes</p>	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
649. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
650. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
651. Pregnancy / Maternity	N	This will not impact this protected characteristic
652. Race	N	This will not impact this protected characteristic
653. Religion / Belief	N	This will not impact this protected characteristic
654. Gender	N	This will not impact this protected characteristic
655. Sexual Orientation	N	This will not impact this protected characteristic
656. Marriage / Civil Partnership	N	This will not impact this protected characteristic
657. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	





## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri		Sat		Sun		Mon-Fri		Sat		Sun						
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Worcestershire Parkway**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Worcestershire Parkway is an Appendix A station and won't have a ticket office after the initial 12 months transition period. During this period the ticket office will be open from 05:00-20:00 Mon-Fri, 07:00-20:00 Saturday and 08:00-16:30 on Sundays. This station has 3 TVM's where staff will be available to assist

customers with purchasing tickets and to offer assistance. Worcestershire Parkway has had 850 amount of Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

CXLVII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.

CXLVIII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.



## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Worcestershire Parkway

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

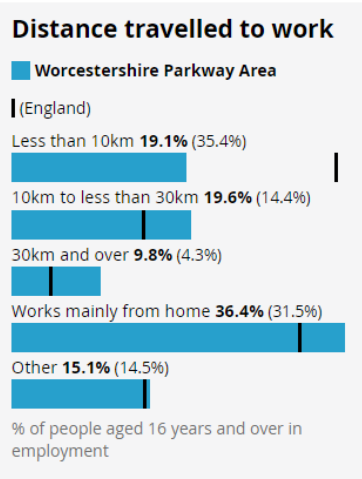
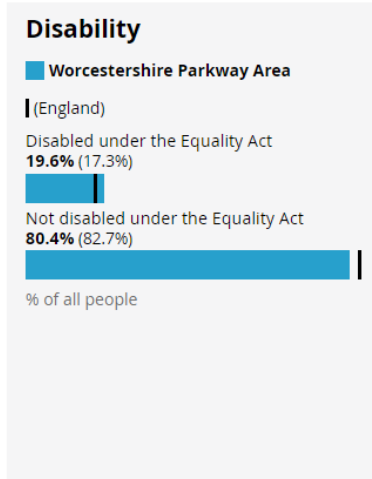
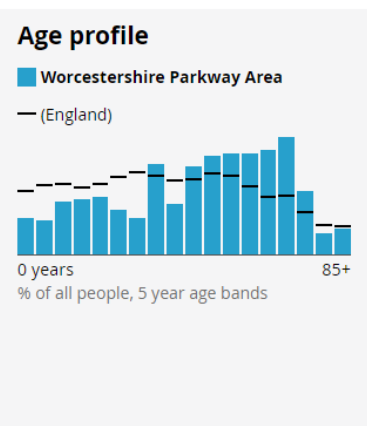
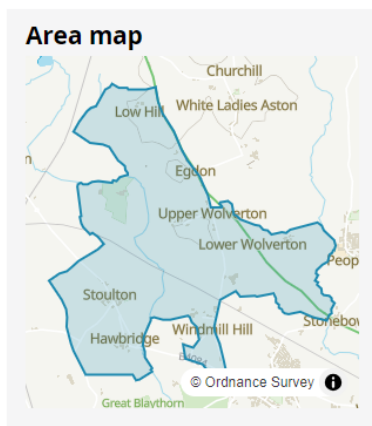
Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## Policies, Procedures and Requirements

### Demographics

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

### Worcestershire Parkway Area



Source: Office for National Statistics - Census 2021

### Local Plans

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### Planned / Aspirational Developments

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of</p>

		Passenger Assistance and offer a more flexible service to all our customers.
Keep some ticket offices open at some stations, outside the transition process	No	The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>

## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.



This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
658. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
659. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
660. Pregnancy / Maternity	N	This will not impact this protected characteristic
661. Race	N	This will not impact this protected characteristic
662. Religion / Belief	N	This will not impact this protected characteristic
663. Gender	N	This will not impact this protected characteristic
664. Sexual Orientation	N	This will not impact this protected characteristic
665. Marriage / Civil Partnership	N	This will not impact this protected characteristic
666. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	



## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--



Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00



Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri		Sat		Sun		Mon-Fri		Sat		Sun						
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Worle**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Worle is an Appendix A station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of 06:30 until 09:30 Monday to Friday. This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Worle has had 393 Passenger Assist requests between 01/04/2022 and 31/03/2023.

All Passenger Assistance requests are currently completed by onboard teams at Worle Station. There is a waiting shelter on each platform and a ramped bridge connecting both sides of the station with wheelchair access. There is disabled car parking in both carparks.

The proposed changes can be divided into two activities:

- CXLIX. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- CL. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Worle Railway Station, Station Approach, Weston-super-Mare, Somerset, BS22 6WA

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

#### **World Demographics**

20.7% of the population are aged 50 to 64 years. 95.2% of households have English as their main language. 1.9% of the population are unemployed. 0.8% of the population take the train to work and 15% of the population do not have a car. 17.7% of the population are disabled.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## **3. Evaluation of Options**

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers</p>

		<p>purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
667. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
668. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>



		Passenger Assistance will not be affected by these changes.
669. Pregnancy / Maternity	N	This will not impact this protected characteristic
670. Race	N	This will not impact this protected characteristic
671. Religion / Belief	N	This will not impact this protected characteristic
672. Gender	N	This will not impact this protected characteristic
673. Sexual Orientation	N	This will not impact this protected characteristic
674. Marriage / Civil Partnership	N	This will not impact this protected characteristic
675. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--



Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri		Sat		Sun		Mon-Fri		Sat		Sun						
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Weston Super Mare**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Weston Super Mare, is an Appendix A station and as part of these proposals, it will have a ticket office in place for the transition period with operating hours of : - Sunday 08:30-18:20, Mon-Friday 06:10 to 17:45, and Saturday 06:10-17:45.

This station has 2 TVM's where staff will be available to assist customers with purchasing tickets and to offer assistance. Weston Super Mare has had 4648 Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- CLI. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- CLII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Weston Super Mare Station is close to the town centre and ½ a mile from the beach

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Weston Super Mare is a seaside town which has a footfall that swells during the summer months, it also has a commuter population that commute to Bristol for work. There are many holiday camps near Weston Super Mare, and many festivals that happen on the seafront during the summer bringing high passenger numbers. Therefore, we must consider all customers groups.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## **3. Evaluation of Options**

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers</p>



		<p>purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
676. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
677. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
678. Pregnancy / Maternity	N	This will not impact this protected characteristic
679. Race	N	This will not impact this protected characteristic
680. Religion / Belief	N	This will not impact this protected characteristic
681. Gender	N	This will not impact this protected characteristic
682. Sexual Orientation	N	This will not impact this protected characteristic
683. Marriage / Civil Partnership	N	This will not impact this protected characteristic
684. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours								
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun			
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50		06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00		07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35		07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30		06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50		07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15		06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>		07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00		07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00		--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30		07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20		06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30		07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>		07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40		07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30		08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30		--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00		07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50		07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15		07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25		07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15		--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00		06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun					
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Yate**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

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<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases,

with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Yate is an Appendix A station and as part of these proposals, will have a ticket office in place for the transition period with operating hours of Monday – Friday 07:00 – 11:00. This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Yate has had 132 amount of Passenger Assist requests between 01/04/2022 and 31/03/2023.

The proposed changes can be divided into two activities:

- CLIII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- CLIV. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a “Frequently Asked Questions” section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway’s customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Badminton Road, Yate, BS37 5JF

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self-service ticket machines, through an onboard member of crew, or through contactless payment (Cpay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.



Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Yate station is close to large industrial parks and the majority of its passengers commute to/from Bristol Temple Meads or Bristol Parkway Stations, where local demographics are highly diverse.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request. We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

### 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p>

		<p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010,

<http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
685. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
686. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
687. Pregnancy / Maternity	N	This will not impact this protected characteristic
688. Race	N	This will not impact this protected characteristic
689. Religion / Belief	N	This will not impact this protected characteristic
690. Gender	N	This will not impact this protected characteristic
691. Sexual Orientation	N	This will not impact this protected characteristic
692. Marriage / Civil Partnership	N	This will not impact this protected characteristic
693. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	





## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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## GWR BEAP Chair

Name: [Name]

Signature:

Date:

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## Business Assurance Director

Name: [Name]

Role: [Role]

Signature:

Date:

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## Project Review dates:

Pre-construction: \_\_\_\_\_

During-construction: \_\_\_\_\_

Post-construction: \_\_\_\_\_

Six Months post-completion: \_\_\_\_\_

Twelve Months post-completion: \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--

Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri		Sat		Sun		Mon-Fri		Sat		Sun						
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Yatton**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Yatton is an Appendix A station and as part of these proposals, will have a ticket office in place for the 12-month transition period with operating hours of 06:30 until 12:30, Monday to Friday, 07:00 until 12:00 on a Saturday. This station has 1 TVM where staff will be available to assist customers with purchasing tickets and to offer assistance. Yatton has had 440 Passenger Assist requests between 01/04/2022 and 31/03/2023. The station has toilets open during staff opening hours as well as a waiting room. There is a café open daily



on the southbound platform. There is a footbridge with stairs and for customers that cannot use stairs both platforms are accessible via Station Road. There is disabled parking directly outside the ticket office in the car park. A local community group run a bike cycle hire from the southbound platform side of the station.

The proposed changes can be divided into two activities:

- CLV. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- CLVI. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Yatton Railway Station, Station Road, Yatton, BS49 4AJ

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

#### **Yatton Demographics**

20.7% of the local population is Aged 50 to 64 years. 95.2% of the population have English as their first language. 1.9% of the population are unemployed and 0.8% of the population use the train to get to work. 15% of the population do not have a car to use. 17.7% of the population have a disability.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals.

The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues. Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

## **3. Evaluation of Options**

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p> <p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p>

		<p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
694. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
695. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>

		Passenger Assistance will not be affected by these changes.
696. Pregnancy / Maternity	N	This will not impact this protected characteristic
697. Race	N	This will not impact this protected characteristic
698. Religion / Belief	N	This will not impact this protected characteristic
699. Gender	N	This will not impact this protected characteristic
700. Sexual Orientation	N	This will not impact this protected characteristic
701. Marriage / Civil Partnership	N	This will not impact this protected characteristic
702. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	



## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	

## Six Month Post Completion

Action	Tick
<p><b>Proceed</b></p> <p>No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i></p>	
<p><b>Proceed (with Mitigations)</b></p> <p>Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.</p>	
<p><b>Change</b></p> <p>Risks have been identified which cannot be mitigated without changing the scope of the project / change.</p>	
<p><b>Stop</b></p> <p>Risks have been identified which cannot be mitigated or addressed through a change of scope.</p>	



## 8. Approval

STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

**Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

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**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--



Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00



Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri		Sat		Sun		Mon-Fri		Sat		Sun						
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		06:30	19:30		07:00	20:00		07:30	20:30
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		06:30	19:30		07:00	20:00		07:30	20:30
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		06:30	19:30		07:00	20:00		07:30	20:30
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		06:30	19:30		07:00	20:00		07:30	20:30
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		06:30	19:30		07:00	20:00		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		06:30	19:30		07:00	19:00		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		06:30	19:30		06:30	19:30		07:30	20:00
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		06:30	19:30		07:00	20:00		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

## SMS-0385-20 Equality Impact Assessment Guidance (DIA)

*This is a Legal Document*

A Diversity impact assessment is a legal requirement under the Equality Act 2010 when making strategic decisions relating to discrimination and harassment affecting certain personal characteristics; age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The action plan agreed from this DIA, **must** be implemented.

The following design standard **must** be followed. Design Standards for accessible railway stations: a code of practice by the Department of Transport.

<https://www.gov.uk/government/publications/accessible-railway-stations-design-standards>

If there are any deviations to what is agreed within this form, a revised DIA form needs to be submitted to the GWR Built Environment Approval Panel.

**[Name of Project] Station Reform**

**[GWR Sponsor Name] XXXXX**

**[GWR DIA Author Name (Promoter)] XXXXX / XXXXX**

**[Role] Regional Station Manager – East Region**

**[Station] Yeovil Pen Mill**

**GRIP Stage: N/A**

**Version: 1**

**[Date] 22/06/26**

**GWR-DIA-2021**

<b>Edition</b>	<b>Date</b>	<b>Changes</b>
V1.1	22/04/23	Initial draft
V1.2	22/06/23	Updated

## 1. Project / Change Scope

### Summary of Project / Change

This proposal looks at industry changes to retail propositions and the closure of ticket offices across all stations at GWR. This document evaluates the impact this may have on passengers with protected characteristics and the mitigations put in place.

79 stations will be affected by these proposed changes. 10 larger stations (outlined in Appendix B) retain a ticket office through a transition period, operating with a reduced number of sales positions and, in 8 cases, with reduced opening hours. Of the remaining 69 locations (outlined in Appendix A), 7 will see changes to their opening hours, prior to their closure.

Yeovil Pen Mill, is an Appendix A station and as part of these proposals, won't have a ticket office in place after the initial 12 months transition period, with operating hours of Sunday 14:30 – 17:00, Monday-Friday 07:20 – 18.25 and Saturday 07:20 – 14:10. This station currently does not have a TVM. Passengers will be able to buy a ticket onboard their service or at their alighting station. Yeovil Pen Mill has had 308 amount of

Passenger Assist requests between 01/04/2022 and 31/03/2023. The station only has one platform that is accessible step free to passengers.

The proposed changes can be divided into two activities:

- CLVII. At the end of an expected transition period of around 12 months, ticket office windows at 69 stations will close, with staff moving to other areas in the station, where they are better placed to help customers. Details (including any interim changes to opening hours) are provided in Appendix A.
- CLVIII. During a proposed 18-month period of implementation, some ticket office opening hours at the remaining 10 larger locations will initially be reduced, along with the number of open sales positions. At the end of this period, remaining ticket office windows will also close. Details are provided in Appendix B. These 10 stations – principally major stations, interchanges between networks and locations where there are significant numbers of customers needing extra assistance to buy – will initially retain a ticket office with qualified staff able to retail tickets and help customers with other non-ticketing issues. Finalised timescales for these changes will be agreed as part of the necessary consultation activities in the Major Change process.

All current staffed stations will remain staffed, station opening hours will remain the same, and access to customer areas (toilets, waiting rooms etc) will remain as is.

Colleagues at stations will be upskilled to support customers purchasing tickets through all self-service channels. Passengers who are not able to purchase their ticket at their departing station, are able to purchase a ticket at the first opportunity that is accessible to them. Passengers who book assistance, can buy a ticket over the phone, whilst booking their assistance.

Passenger assist will continue to be provided and will not be affected during or after the changes have been implemented. Mobile assistance staff will still be deployed within the East region.

The multi-skilled role will mean all colleagues on stations will be focused on providing the best service to our customers, with current delamination between roles and responsibilities being removed. There will likely be more staff able to provide assistance than ever before.

The public will continue to have easy access to rail products through a range of readily accessible channels. For example, the use of digital sales channels continues to rise and is increasingly seen by customers as the default sales option, in line with technological change in other retail sectors. GWR operates a network-wide fleet of Scheidt & Bachmann Ticket Vending Machines (TVMs) at almost all the locations proposed for changes to opening hours and closure. These machines are equipped with the functionality for National ToD as well as sales to Smartcards. Customer purchasing options through our website GWR.com continue to grow with season ticket renewals now available for fulfilment to Smartcards or via our continuous renewal facility.

The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veteran's Railcards are available online, with some also available to buy via post or phone. These have proved a practical, convenient, and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

GWR will provide a "Frequently Asked Questions" section for the consultation, which will aim to answer customers questions and concerns. The information for the proposed changes will be available in alternative formats on request. We will also consult the changes with the GWR Accessibility Panel.

## Justification

Ticket office usage has been falling, across the railway industry, since the 1990s, as technology has allowed customers to choose more convenient ways to purchase. The result is that, today, ticket offices account for less than 15% of all Great Western Railway's customer ticketing transactions. This figure is around half what it was before the pandemic. We anticipate that these numbers will continue to fall as customers become more familiar with the technology and their expectations and behaviours change.

These changes are part of the broader industry program and form part of a range of measures designed to deliver more efficient and effective customer service while reducing costs. The changes will be implemented across all DfT-contracted train operators in England to ensure customers receive a consistent approach wherever they travel.

The changes recognise the continuing shift in retail channels, which has seen web sales (including digital ticketing and CPay) increasing year on year, as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and, thus, online purchasing is also increasing. Covid restrictions has also led to a large drop in revenue over the last couple of years and even now, the revenue income is 20% lower than pre-covid. The drop in revenue has been subsidised by the taxpayer and therefore there is a stronger focus on being an efficient and responsible operator.

Railway positions have often been very linear with a focus on one or two specific duties. For a modern railway, roles will need to be more fluid and able to do various functions. This will help improve interaction between colleague / customer and could potentially mean more people are trained to help customers with disabilities.

## Location

Yeovil Pen Mill Station, Sherborne Road, Yeovil, Somerset, BA21 5DD

## Timescale

Dependent on agreement with all relevant parties.

## 2. Evidence

### Current Business Practices

Currently passengers can buy tickets from various sources, such as online, at a ticket office, through an app, over the phone, through self service ticket machines, through an onboard member of crew, or through contactless payment (CPay). All other forms of retail will remain operational, as part of these plans, with just the ticket offices being closed.

Ticket offices allow customers to buy various tickets directly from a staff member. They accept both cash and card payments.

The ticket office is governed under Schedule 17. Under this schedule, the process will start a formal consultation with customers, where customer views and concerns about the proposals can be expressed. The consultation will be done through Transport Focus and London TravelWatch.

Schedule 17 will propose the closure of all sales offices. The station opening hours, access to station facilities, and customer assistance will not be affected.

## **Policies, Procedures and Requirements**

### **Demographics**

Due to this proposal being implemented across the GWR network, it is likely this proposal will affect a wide range of people from various demographics and protected characteristics. For example, it is estimated that 20% of people within the UK have a disability. Therefore, we must consider the impact that these changes will have on all our customers.

Yeovil Pen Mill is an out-of-town station. Approximately a 15-minute walk from the town bus station and the retail park is around a 15-minute walk. Yeovil Pen Mill is on the Weymouth line. Passengers will travel through or join at Yeovil to head to Weymouth. Large numbers of passengers at the station will catch this service including families in the school holidays.

### **Local Plans**

There will be a full consultation with passengers and employees affected by these proposals. The Consultation process is outlined in Schedule 17 of the Ticketing and Settlement Agreement, and is managed by independent passenger watchdog, Transport Focus for stations outside of London, or by London TravelWatch for stations inside London.

The consultation seeks views of customers – including those with additional accessibility needs – and communities – including representatives of marginalised groups.

At a minimum, the consultation has been advertised through posters/leaflets at each station, through social media and the GWR website. Alternative format notices have been made available on request.

We will consider feedback through this process to amend our plans as appropriate.

Locally, we have engaged trades union representatives to help them understand our plans more fully, and mitigate impact on our colleagues.

Station Managers will speak with their staff members and consult with their trade union reps.

Colleagues have also been invited to attend open online forums to ask senior managers questions and raise any concerns.

### **Planned / Aspirational Developments**

Our plans are designed to put our colleagues in the best place to help the travelling public. We propose retraining staff so they can carry out a wider range of activities to help customers across the whole of the station, instead of being restricted to just one area, like the ticket office. This is part of plans to modernise the railway, reflect changes in customer behaviours, align TOCs to provide consistency of service to customers across the network.

### 3. Evaluation of Options

Refer to Equality Impact Assessments for Retailing and Multi-Skilling. In addition, the TU proposals and Business Cases with relevant mitigation plans for full details.

Option Considered	Will the option be implemented (Yes / No)	Reason why option was either discounted or recommended for implementation
Keep things the same	No	<p>The trend is towards customers using digital purchase options more and more – with more than 85% of ticket transactions taking place outside the ticket office.</p> <p>Our plans are part of the whole UK rail reform. We need to become more efficient and flexible as an industry and therefore changes are required. We need to adapt the business to the needs and requirements of all passengers, and modernising our retail offering is considered an important part of this.</p> <p>Bringing staff out from behind a ticket office also gives us an opportunity to improve our provision of Passenger Assistance and offer a more flexible service to all our customers.</p>
Keep some ticket offices open at some stations, outside the transition process	No	<p>The administration of the ticket office network and the overhead costs and resource required to maintain them is a considerable cost to the business in its own right. Efficiencies are less achievable – and arguably less value for money – if some parts of the network remains open. Ticket sales from ticket offices are reducing year by year. This is likely to continue rapidly as part of the transition process, where only limited ticket offices will be open. This will likely result in a further shift too passenger retail habits and the requirement for ticket offices will likely be less prevalent. Staff will remain available to help customers purchase tickets. It is also important to create consistency across the network and so all passengers know what to expect when travelling.</p>
All ticket offices closed and a move to more flexible retail offering, after a transition period	Yes	<p>85% of tickets are already purchased through self-service channels at GWR and this will only increase over time.</p>

		<p>The industry is investing in fares / retailing simplification to make it even easier for customers to self-serve and training staff to help support customers purchase tickets.</p> <p>The transition period is designed to help make the changes more gradual, to help support customers through this change.</p> <p>This option provides the greater consistency across the network.</p>
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## 4. Assessment of Impact

Consider the 9 protected characteristics identified within the Equality Act 2010, <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

You should identify whether the proposed change will have a positive or negative impact upon people with these characteristics and provide details / evidence.

If there is a negative impact, you need to outline what mitigations will be in place to soften the impact on the customer.

This activity should be carried out with consultation with colleagues across the business with suitable knowledge / expertise in the identified characteristic.

#### 4. Assessment of Impact

Characteristic	Y/N	Potential Impact
703. Disability	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. However, this impact is mitigated by maintaining colleague support at stations to help access self-service channels and help provide assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p> <p>Passenger Assistance will not be affected by these changes.</p> <p>We also recognise that, for many disabled customers, talking to staff through a glass window is not ideal. The removal of such a physical barrier is expected to help communication and engagement with all customers.</p>
704. Age	Y	<p>This may have an impact on passengers who currently rely on a ticket office and are not able to use technology. More elderly people are more likely to struggle using online buying options and would rely on buying a ticket in person,</p> <p>However, this impact is mitigated by colleague support at stations at the appropriate time to access self-service channels and offer assistance. If a passenger is not able to purchase a ticket from their departing station, they can do so, at a retail option that is accessible to them.</p> <p>These changes may have a positive impact, with potentially more staff trained and available to provide Passenger Assistance.</p>



		Passenger Assistance will not be affected by these changes.
705. Pregnancy / Maternity	N	This will not impact this protected characteristic
706. Race	N	This will not impact this protected characteristic
707. Religion / Belief	N	This will not impact this protected characteristic
708. Gender	N	This will not impact this protected characteristic
709. Sexual Orientation	N	This will not impact this protected characteristic
710. Marriage / Civil Partnership	N	This will not impact this protected characteristic
711. Gender Reassignment	N	This will not impact this protected characteristic

## 5. Consultation

Good practice will see representatives consulted for each protected characteristic group where a potential negative impact has been identified. You need to provide the name and contact details of all stakeholders consulted and provide the back-up evidence with their response. No evidence of consultation will result in a rejected DIA.

Please include other schemes at the same location, providing evidence that the project interfaces with other scheme promoters.

Consultee	Characteristic	Record of Engagement	Potential issues raised
Customers	All	Schedule 17	
	All	Transport Focus User groups? RUGs?	
Colleagues	All	TU engagement	
GWR Accessibility Panel – 06/07/23	All	Individual consultations	
	All	Staff network groups Colleague and manager conference calls Intranet Portal	

## 6. Review

Acting as a gateway, based on the evidence, identified potential risks and consultation responses, next steps must be determined. If there are any significant changes to the project, a revised DIA needs to be submitted for renewal.

### Pre-Construction (GRIP1-5)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

### During-Construction (GRIP6-7)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Post-Construction (GRIP8)

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	

## Six Month Post Completion

Action	Tick
<b>Proceed</b> No potential risks have been identified and consultee feedback has raised no concerns which need to be addressed. <i>(Skip section 6)</i>	
<b>Proceed (with Mitigations)</b> Produce an action plan which mitigates all identified potential risks and concerns raised by consultees without affecting the scope of the project / change.	
<b>Change</b> Risks have been identified which cannot be mitigated without changing the scope of the project / change.	
<b>Stop</b> Risks have been identified which cannot be mitigated or addressed through a change of scope.	



## 8. Approval

### STATEMENT:

To the best of my knowledge, I am content that all potential risks brought about by the delivery / implementation of this project / change affecting those with protected characteristics have been identified and that suitable steps have been taken to mitigate against these or amend the scope to ensure no resulting detriment to their experience or the service offered.

#### **Project Manager (Promoter)**

Name: [Name]

Role: [Role]

Signature:

Date:

\_\_\_\_\_  
\_\_\_\_\_

#### **Sponsor (Client Rep.)**

Name: [Name]

Role: [Role]

Signature:

Date:

\_\_\_\_\_  
\_\_\_\_\_

#### **Head of Department**

Name: [Name]

Role: [Role]

Signature:

Date:

\_\_\_\_\_  
\_\_\_\_\_

**GWR BEAP Chair**

Name: [Name]

Signature:

Date:

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**Business Assurance Director**

Name: [Name]

Role: [Role]

Signature:

Date:

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**Project Review dates:**

**Pre-construction:** \_\_\_\_\_

**During-construction:** \_\_\_\_\_

**Post-construction:** \_\_\_\_\_

**Six Months post-completion:** \_\_\_\_\_

**Twelve Months post-completion:** \_\_\_\_\_

**Appendix A: Initially retained ticket offices (to close during a 12 month transition period), including changes to opening hours:**

Station	Current Hours						Proposed hours							
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun		
Barnstaple	06:15	17:50		06:15	17:50	09:20	16:40		06:15	17:50	06:15	17:50	09:20	16:40
Bodmin Parkway	07:00	18:00		07:00	18:00	10:35	18:00		07:00	18:00	07:00	18:00	10:35	18:00
Bourne End	06:05	12:35		07:05	13:35	--:--	--:--		06:05	12:35	07:05	13:35	--:--	--:--
Bradford-On-Avon	06:20	13:30		06:20	13:30	--:--	--:--		06:20	13:30	06:20	13:30	--:--	--:--
Bramley (Hants)	06:20	12:50		07:20	13:30	--:--	--:--		06:20	12:50	07:20	13:30	--:--	--:--
Bridgwater	06:30	14:15		06:30	14:15	--:--	--:--		06:30	14:15	06:30	14:15	--:--	--:--
Bristol Parkway	06:00	20:00		07:00	18:00	08:30	19:00		<b>06:30</b>	<b>19:30</b>	07:00	18:00	08:30	19:00
Camborne	07:00	14:00		07:30	14:00	--:--	--:--		07:00	14:00	07:30	14:00	--:--	--:--
Castle Bar Park	07:00	10:00		--:--	--:--	--:--	--:--		07:00	10:00	--:--	--:--	--:--	--:--
Castle Cary	07:30	18:30		07:30	16:30	--:--	--:--		07:30	18:30	07:30	16:30	--:--	--:--
Charlbury	05:50	12:20		06:45	13:15	--:--	--:--		05:50	12:20	06:45	13:15	--:--	--:--
Cheltenham Spa	06:15	20:15		06:15	19:15	09:00	16:30		06:30	19:30	07:00	19:15	09:00	16:30
Chippenham	05:50	20:00		05:50	19:30	07:40	19:50		<b>06:30</b>	<b>19:30</b>	07:00	19:30	07:40	19:50
Cholsey	06:10	12:40		07:00	13:30	--:--	--:--		06:10	12:40	07:00	13:30	--:--	--:--
Cookham	06:50	11:30		08:00	11:30	--:--	--:--		06:50	11:30	08:00	11:30	--:--	--:--
Crowthorne	06:45	10:30		--:--	--:--	--:--	--:--		06:45	10:30	--:--	--:--	--:--	--:--
Dawlish	07:05	19:00		07:00	14:00	--:--	--:--		07:05	19:00	07:00	14:00	--:--	--:--
Didcot Parkway	06:00	19:40		06:30	19:40	08:00	19:40		<b>06:30</b>	<b>19:30</b>	<b>07:00</b>	<b>19:40</b>	08:00	19:40
Evesham	06:20	12:50		07:20	13:50	--:--	--:--		06:20	12:50	07:20	13:50	--:--	--:--
Exeter Central	07:50	18:15		07:50	18:15	09:30	16:30		07:50	18:15	07:50	18:15	09:30	16:30
Exmouth	07:10	15:25		07:10	15:25	--:--	--:--		07:10	15:25	07:10	15:25	--:--	--:--
Filton Abbey Wood	16:15	19:15		--:--	--:--	--:--	--:--		16:15	19:15	--:--	--:--	--:--	--:--
Frome	06:30	12:00		06:30	12:50	--:--	--:--		06:30	12:00	06:30	12:50	--:--	--:--



Furze Platt	06:45	11:30		--:--	--:--		--:--	--:--		06:45	11:30		--:--	--:--		--:--	--:--
Gloucester	06:00	19:00		07:00	19:00		09:00	18:00		06:00	19:00		07:00	19:00		09:00	18:00
Goring & Streatley	06:15	12:45		07:00	13:30		--:--	--:--		06:15	12:45		07:00	13:30		--:--	--:--
Henley-On-Thames	06:00	13:00		07:00	13:00		--:--	--:--		06:00	13:00		07:00	13:00		--:--	--:--
Kemble	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Keynsham	06:45	09:30		--:--	--:--		--:--	--:--		06:45	09:30		--:--	--:--		--:--	--:--
Kingham	05:40	12:10		06:40	13:10		--:--	--:--		05:40	12:10		06:40	13:10		--:--	--:--
Liskeard	07:00	18:00		08:00	18:00		09:15	16:45		07:00	18:00		08:00	18:00		09:15	16:45
Maidenhead	06:00	20:00		07:00	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		07:00	20:00		08:00	19:00
Moreton in Marsh	06:30	13:00		06:30	13:00		--:--	--:--		06:30	13:00		06:30	13:00		--:--	--:--
Mortimer	06:30	13:00		07:30	14:00		--:--	--:--		06:30	13:00		07:30	14:00		--:--	--:--
Nailsea & Backwell	06:30	09:45		--:--	--:--		--:--	--:--		06:30	09:45		--:--	--:--		--:--	--:--
Newbury	06:00	20:00		07:00	19:00		08:30	17:00		<b>06:30</b>	<b>19:30</b>		07:00	19:00		08:30	17:00
Newton Abbot	06:00	19:10		06:30	17:50		08:45	18:10		<b>06:30</b>	<b>19:10</b>		06:30	17:50		08:45	18:10
North Camp	06:30	13:00		07:15	13:45		--:--	--:--		06:30	13:00		07:15	13:45		--:--	--:--
Oldfield Park	06:30	10:30		--:--	--:--		--:--	--:--		06:30	10:30		--:--	--:--		--:--	--:--
Paignton	06:55	18:00		07:30	16:55		09:40	16:40		06:55	18:00		07:30	16:55		09:40	16:40
Pangbourne	06:20	12:50		07:00	13:30		--:--	--:--		06:20	12:50		07:00	13:30		--:--	--:--
Par	07:30	14:00		08:00	14:30		--:--	--:--		07:30	14:00		08:00	14:30		--:--	--:--
Pewsey	06:10	12:40		07:10	13:40					06:10	12:40		07:10	13:40		--:--	--:--
Reading West	06:30	10:45		--:--	--:--		--:--	--:--		06:30	10:45		--:--	--:--		--:--	--:--
Redruth	07:30	19:00		07:30	19:00		09:00	16:30		07:30	19:00		07:30	19:00		09:00	16:30
Slough	06:00	21:30		06:30	21:30		07:00	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>

Current Hours

Proposed hours

Station	Current Hours			Proposed hours		
	Mon-Fri	Sat	Sun	Mon-Fri	Sat	Sun
St Austell	07:30	19:00		07:30	19:00	
St Erth	07:30	14:45		07:30	14:45	
Stonehouse Glos	06:10	10:45		06:10	10:45	
Stroud	06:30	18:00		06:30	18:00	
Taunton	06:30	19:00		06:30	19:00	
Teignmouth	07:10	19:00		07:10	19:00	
Thatcham	06:00	12:30		06:00	12:30	

Theale	06:30	13:00		07:00	13:30		--:--	--:--		06:30	13:00		07:00	13:30		--:--	--:--
Tilehurst	06:25	12:55		07:00	13:30		--:--	--:--		06:25	12:55		07:00	13:30		--:--	--:--
Tiverton Parkway	06:05	18:00		07:05	17:00		09:00	17:00		06:05	18:00		07:05	17:00		09:00	17:00
Torquay	07:10	17:00		07:00	17:00		09:40	17:10		07:10	17:00		07:00	17:00		09:40	17:10
Totnes	07:25	16:10		07:25	15:45		09:25	17:00		07:25	16:10		07:25	15:45		09:25	17:00
Trowbridge	06:40	13:10		06:40	14:50		09:20	16:50		06:40	13:10		06:40	14:50		09:20	16:50
Twyford	06:00	19:00		06:45	15:30		08:15	15:00		06:00	19:00		06:45	15:30		08:15	15:00
Warminster	07:00	13:30		--:--	--:--		--:--	--:--		07:00	13:30		--:--	--:--		--:--	--:--
Westbury Wilts	06:50	17:00		07:40	13:40		11:35	18:00		06:50	17:00		07:40	13:40		11:35	18:00
Weston-super-Mare	06:10	17:45		06:10	17:45		08:30	18:20		06:10	17:45		06:10	17:45		08:30	18:20
Windsor & Eton Central	06:40	19:00		06:40	19:00		08:20	17:50		06:40	19:00		06:40	19:00		08:20	17:50
Worcestershire Parkway	05:00	20:00		07:00	20:00		08:00	16:30		05:00	20:00		07:00	20:00		08:00	16:30
Worle	06:00	09:30		--:--	--:--		--:--	--:--		06:00	09:30		--:--	--:--		--:--	--:--
Yate	07:00	11:00		--:--	--:--		--:--	--:--		07:00	11:00		--:--	--:--		--:--	--:--
Yatton	06:30	12:30		07:00	12:00		--:--	--:--		06:30	12:30		07:00	12:00		--:--	--:--
Yeovil Pen Mill	07:20	18:25		07:20	14:10		14:30	17:00		07:20	18:25		07:20	14:10		14:30	17:00

Initially retained ticket offices with **changes to opening hours (to close fully at the end of the 18 month transition period)**:

Station	Current Hours						Proposed hours										
	Mon-Fri		Sat		Sun		Mon-Fri		Sat		Sun						
Bath Spa	06:00	20:00		06:00	20:00		07:45	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Bristol Temple Meads	06:15	21:30		06:15	21:30		06:45	21:30		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Exeter St Davids	05:45	20:40		06:15	20:00		07:30	20:40		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
London Paddington	06:00	22:00		06:00	22:00		07:00	22:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		<b>07:30</b>	<b>20:30</b>
Oxford	06:00	20:00		07:30	20:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	19:00
Penzance	06:45	19:30		06:15	18:10		08:45	17:30		06:45	19:30		06:15	18:10		08:45	17:30
Plymouth	06:25	20:00		06:25	19:00		08:00	19:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>19:00</b>		08:00	19:00
Reading	06:15	22:00		06:15	22:00		07:15	22:00		<b>06:30</b>	<b>19:30</b>		<b>06:30</b>	<b>19:30</b>		<b>07:30</b>	<b>20:00</b>
Swindon	06:30	20:00		06:30	19:30		08:00	20:00		<b>06:30</b>	<b>19:30</b>		<b>07:00</b>	<b>20:00</b>		08:00	20:00
Truro	06:45	20:05		06:40	19:05		09:15	18:30		06:45	20:05		06:40	19:05		09:15	18:30

