



NORTHERN



Easy
Read

Changes to ticket offices

What do you think?



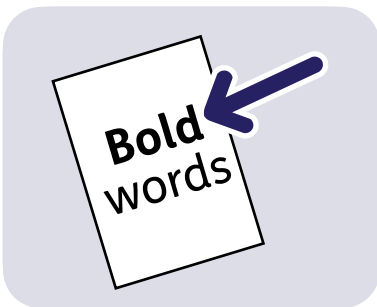
Easy Read



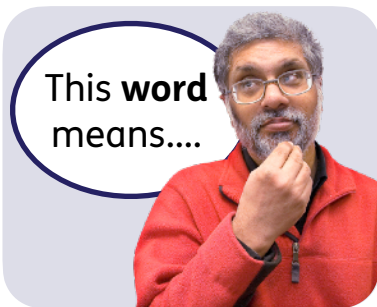
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. You may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker.



These are words that some people will find hard. When you see a bold word, we will explain it in the next sentence.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

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About this booklet



This is information from Northern.



We run train services and train stations in the north of England.



We are making changes to ticket offices at our stations.



We would like to know what you think about this.



You need to tell us what you think before 11.59pm on Friday 1 September 2023.

Our plan for ticket offices



We are planning to change how we support customers at our stations.

The main parts of the plan are:



- Making new jobs for our station staff, called Journey Makers.



- Closing ticket offices at 131 stations.

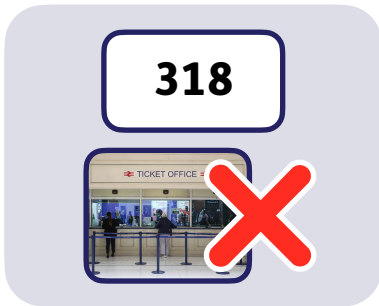


- Making changes to when ticket offices are open at 18 stations.

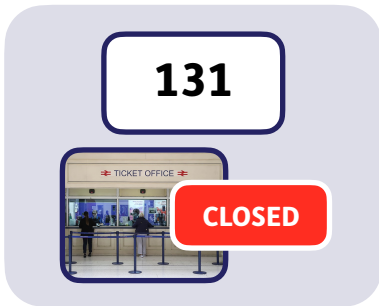


This is because a lot fewer people use ticket offices than in the past.

What we are planning to change



We have 318 stations that do not have ticket offices.



We are planning to close ticket offices at 131 more stations.



Staff will be at these stations for less time than they are at the moment.



We are keeping ticket offices open at 18 stations, but the times they are open will change. The stations are:

- Barrow-in-Furness.
- Blackburn.
- Blackpool North.



We are also keeping ticket offices open at:

- Bolton.
- Bradford Interchange.
- Glossop.
- Harrogate.
- Hartlepool.
- Leeds.
- Liverpool Lime Street.
- Manchester Oxford Road.
- Manchester Victoria.
- Rochdale.
- Salford Crescent.
- Skipton.
- St Helens Central.
- Warrington Central.
- Wigan Wallgate.



Ticket offices at all our other stations will close.

We are keeping these ticket offices open because of:



- Where they are.



- How many people buy tickets there.

Why we need to change



In many parts of life, people have changed how they buy things.

Many people now buy their train tickets online or use apps on their phones.



We expect more and more people to buy their train tickets this way.



Around the country, just over 1 in 10 people buy their train ticket at a ticket office.



On Northern services, 1 in 6 people buy their train tickets at a ticket office.



We need to change how we sell tickets because customers are changing how they buy them.

Supporting our customers



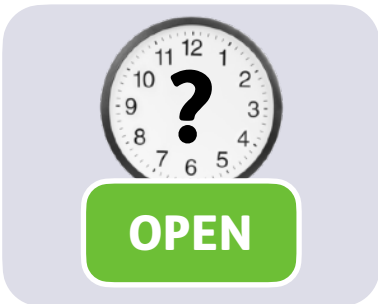
We help thousands of people get around the north of England.

We think about how we can help customers in every part of our work.



We will make sure that our train stations support our customers better.

As part of these plans, we are not changing:



- Station opening times.



- Train times.



- How we support people who need help with getting on and off the train.

Buying tickets

We will give people different ways of buying tickets.

Customers will be able to buy tickets at:



- Ticket machines at all stations that are losing their ticket offices. You can buy tickets with your bank card.
- On our website. You can buy tickets with your bank card.
- The 18 stations that have ticket offices open. You can buy tickets with your bank card or cash.
- Local shops that sell train tickets. You can buy tickets with your bank card or cash.



When they are at the station, staff will help customers to buy tickets online or at ticket machines.



If you do not have a bank card, you can get a Promise to Pay notice from a ticket machine.



You can use the Promise to Pay notice to get on a train. You must pay the train fare as soon as you can, to staff on the train or at the station you get off at.

Checking the changes are fair



We are checking that the changes will not be unfair to any group of people.



We are asking people if our changes are fair at the stations where we are making changes.



Please tell us about any ways that the changes might be unfair to different groups of people.



You can use our contact details on page 18 to tell us.

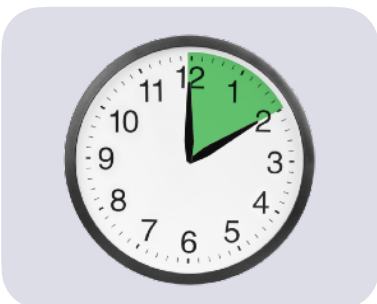
Supporting people who need extra help to travel



People who need support to travel will still be able to get that support.



All of our trains will have a conductor who can support customers to get on and off the train.



You should still book the support you need at least 2 hours before you travel.



When there are staff at our stations they can help you just like they do now.

Our staff



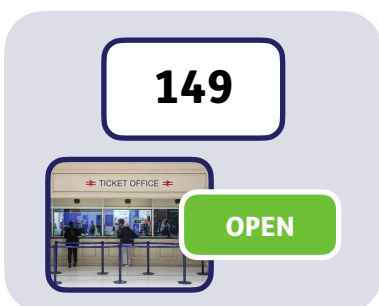
Our staff will carry on giving a great service to our customers.



All of our staff who work at stations will now be called Journey Makers.



Journey Makers will help customers in many ways, including helping them to get on and off trains.



All 149 stations that have ticket offices at the moment will still have staff to support customers.

Safe stations



We have put money and time into our stations to make sure they are safe places for our customers.

At our stations we have:



- Conductors on every train, who get off the train at every station to check the train can leave safely.



- CCTV cameras at 130 of the 131 stations where we plan to close ticket offices.



- Travel Safe officers, who work on our trains and at stations to make people feel safe.



- Customer help points that can be used in emergencies and to get information.

At our stations, we also have:



- Lighting, which helps to make people feel safe and stops crime from happening.



- British Transport Police officers, who show the public they are safe.

How to tell us what you think



If you would like to tell us what you think about our plans, please contact Transport Focus before 11.59pm on Friday 1 September 2023.



You can tell us what you think by:

- Email:
ticketoffice.northern@transportfocus.org.uk



- Post:
Freeport RTEH-XAGE-BYKZ
Transport Focus
PO Box 5594
Southend of Sea
SS1 9PZ



You do not need to use a stamp.



If you want to tell us about a certain station, please write the name of the station in your email or letter.



If you would like our documents in different formats like large print, Easy Read, voice recording or braille, please contact us by:

- Email:
assistance@northernrailway.co.uk



- Phone: 0800 200 6060



- Post:
FREEPOST NORTHERN RAILWAY
You do not need to use a stamp.



To find out more, you can look at our website here:

www.northernrailway.co.uk/consultation-2023