



Ticket Office Reform

Equality Analysis

DRAFT

1

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Version Number	Update	Updated on
1.0	Draft complete	17/07/2023
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1. Executive Summary

Northern has undertaken an equality analysis on the proposed Ticket Office Reform project.

This equality analysis aims to explore the potential positive and negative impacts on individuals who share protected characteristics. This equality analysis will help to make sure that Northern integrates equality considerations into the project's decision-making process and continues to promote inclusive policies, activities, and procedures.

An equality analysis is also a means by which Northern can demonstrate how we are complying with our statutory duties under the Equality Act 2010 to have due regard to the impact of our services on individuals with protected characteristics.

The structure of the document is as follows:

- We first provide an overview of Northern's policies that relate to certain protected characteristics in [Section 3](#).
- We then provide an overview of the Ticket Office Reform project in [Section 4](#).
- We discuss our methodology for conducting this equality analysis in [Section 5](#).
- We outline the evidence and data that were considered for this equality analysis in [Section 6](#).
- Through the analysis, we have identified potential positive and negative impacts on individuals who share protected characteristics. These impacts are discussed in [Section 7](#).
- To provide further illustrations of the impacts on customers, we interviewed individuals at four stations – these case studies are discussed in [Section 8](#).

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- We then provide a summary of the impacts as they pertain to the three aims of the Public Sector Equality Duty in [Section 9](#).
- [Section 10](#) sets out our approach to mitigating the impacts identified in the equality analysis.
- [Appendix A](#) sets out general mitigations which cover a wide range of Northern's existing and proposed customer offerings but are not specific solely to the proposed changes to ticket offices.
- [Appendix B](#) sets out the protected characteristics which are negatively or positively impacted as a result of the proposed changes
- [Appendix C](#) sets out station-specific mitigations to the impacts identified in the equality analysis (supported by additional documentation)
- [Appendix D](#) provides a more detailed explanation of the mitigation and rationale which support it.



2. Introduction

This document provides an overview of the equality impacts of Northern's Ticket Office Reform project. The key reforms proposed through this project include closing Ticket Offices (Ticket Offices) at 131 stations, making changes to operating hours at 18 remaining Ticket Offices, and reallocating a proportion of Ticket Office colleagues to a new customer-facing role (called a 'Journey Maker') within stations.

The nine protected characteristics specified in the Equality Act 2010 are:¹

1. **Age:** Refers to a person belonging to a particular age (for example 25 years old) or range of ages (for example 18-30 years old).
2. **Disability:** Refers to a person who has a disability (physical or mental impairment), which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.
3. **Gender reassignment:** Refers to a person who is proposing to undergo, is undergoing, or has undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attributes of sex.
4. **Marriage and civil partnership:** Refers to a person who is married or is a civil partner to either the person of same sex or opposite sex. Civil partners must not be treated less

¹ Definitions for the nine protected characteristics, as specified in the Equality Act 2010, are taken from the [Equality and Human Rights Commission \(EHRC\)](#) (2021)

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favourably than married couples (except where permitted by the Equality Act).

5. **Race:** Refers to a group of people defined by their race, colour; nationality (including citizenship); and ethnic or national origins.
6. **Pregnancy and Maternity:** Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.
7. **Religion or belief:** Religion refers to any religion, including a lack of religion. Belief refers to any religious or philosophical belief and includes a lack of belief.
8. **Sex:** Refers to a particular protected characteristic of being a man or a woman.
9. **Sexual orientation:** Refers to a person's sexual orientation towards persons of the same sex; persons of the opposite sex, or a person of either sex.

As set out in section 149 of the Equality Act 2010, we are required to have due regard to the following when exercising our functions:

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- Eliminate discrimination, harassment, victimisation, and any other conduct that is prohibited by or under the Act.
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

To 'advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it', there is a particular need to:

- Remove or minimise disadvantages suffered by people due to their protected characteristics.
- Take steps to meet the needs of people from protected groups where these are different from the needs of other people.
- Encourage people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

About Northern

Northern Trains (operating as Northern) is owned by Northern Trains Limited, a subsidiary of the Department for Transport's public sector owning group, DfT OLR Holdings Limited (DOHL).² DOHL's other subsidiaries include Transpennine Express (TPE), London North Eastern Railway (LNER), and Southeastern (SE)

² Department for Transport OLR Holdings Limited (2022) Annual Report [2021-2022](#)

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trains. Of these, Northern is the largest passenger train operator. Our trains call at nearly 550 stations, 467 of which we manage.³

Northern is split into four regions – Central, East, North East, and West – which are further broken down into ten service groups:⁴

- Tyne, Tees & Wear
- Lancashire & Cumbria Local
- West & North Yorkshire Inter Urban
- West & North Yorkshire Local
- South & East Yorkshire Inter Urban
- South & East Yorkshire
- North Manchester
- Merseyrail City Lines
- South Manchester
- Lancashire & Cumbria Inter Urban

³ Northern Rail (2022) [Socio-economic impact assessment 2022](#)

⁴ Northern Rail (2023) [Our Performance](#)

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3. Northern Policies Relevant to Protected Groups

3.1 Customer Policies

Northern has committed to provide accessible rail services to all customers and to support the communities in which we operate.⁵ Emphasis is placed on enabling older and disabled passengers to travel with confidence. The provision of services to these customers is embedded in business and project planning, and training is offered to employees to ensure they have the right resources, skills, and confidence to deliver appropriate assistance. We also regularly review and evaluate the impact of our Accessible Travel Policies. Key offerings for older and disabled customers include:

- Assistance at stations and on trains, including when making connections.
- Alternative accessible transport in case of inaccessibility at stations or on trains.
- Clear, consistent, and up-to-date customer information (in both aural and visual form, shared through 'Making rail accessible' leaflet, Customer Experience centre, Ticket Offices, public address systems on trains and website).
- A range of discounts to reduce the cost of travel for disabled people and their companion, alongside the disabled person's railcard and senior railcard.

⁵ Northern Rail (2021) [Making Rail Accessible: helping older and disabled passengers](#)



Other accessibility services and initiatives relevant to the equality analysis include:

- **Passenger Assist Facility:** Northern provides access to an industry-wide booking assistance platform called Passenger Assist. Customers can use the system at any time to book assistance at stations during their journey and they can also book assistance to board and alight trains.
- **Northern Mobility Scooter Permit:** The Mobility Scooter Permit scheme accommodates certain types on mobility scooters on trains. Currently, the scheme is applicable for journeys on 28 specified routes and over 160 stations where scooters can safely move throughout the station.⁶ Northern is committed to expand 'mobility scooter friendly' stations.
- **Priority Seating card:** The Priority Seating card enables customers with visible and invisible disabilities to feel confident and empowered when asking other customers to offer them priority seats. The card is available free of charge and has unique branding for easy recognition. Customers can personalise their cards by writing out their specific requirements.
- **Other facilities and support:** Please see [Appendix C](#) for a full list of facilities relevant to the equality analysis at each station (available and planned). Northern provide detail of all current station facilities on their station pages⁷

⁶ Northern Rail (2022) [Accessible travel policy](#)

⁷Northern Rail (2023) Train Stations | All Stations on Our Network | Northern (northernrailway.co.uk)

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- **Accessibility and Inclusivity for All (AlfA):** We are improving our stations and the experience of customers and our people through the Accessibility and Inclusivity for All (AlfA) programmes. Depending upon station survey results (e.g., existing facilities / condition), the following will either be renewed or a new asset installed.
 - PA induction loops
 - Help points
 - Station maps
 - Braille maps
 - Station signage / wayfinding
 - Existing toilet upgrade
 - New POD install
 - Handrails repair / paint
 - Stair nosings and tactiles – repair / paint
 - Seating – repair / paint / replace
 - Shelters – repair / paint / replace
 - Drop off shelters
 - Car park works, repair and reline
 - Door mats – repair / replace
 - Replace cycle shelter
 - Footpath / drop kerb improvements / ramps
 - Platform overlays (reducing the distance between the platform and the train)



4. Proposed Ticket Office Reform

4.1 Project Overview

The need for change

Across many areas of life, the way people access services and buy products has changed. Northern customers are no different and we need to modernise to respond to their changing needs.

As customer habits have changed, people have moved to other, more convenient ways of buying tickets. Many people prefer to buy online or use apps, a trend that is expected to continue.

- Nationally just 12% of ticket transactions sales are made through a ticket office.
- Only 1 in 6 journeys on Northern services are bought through a ticket office, compared with almost half of all journeys in 2018.

As the railway adapts to evolving customer behaviour and to ensure that it can thrive in the long-term, we need to modernise how tickets are sold.

Our commitment to customers and communities

We connect tens of thousands of people with work, leisure, education and more. And we have a long-term vision for the future, with customers and communities at the very heart of what we do.

We know that stations will play an important part of our vision, which is why we will make sure that they better serve all our customers as well as the local communities that live around them.

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- Manage 467 stations – 18% of stations in the UK.
- Operate ticket offices at 149 stations.
- 318 stations already operate without ticket offices.

We need to provide value for customers and communities we serve and make sure the railway is sustainable. This comes with a real opportunity to transform our stations.

We are committed to making sure our train services are accessible to everyone so customers can travel with confidence.

As part of our proposals:

- Station opening times will **not** change and our train services are unaffected.
- All our train services will continue to support accessible travel.

Changes to ticket offices

We manage 467 stations and 318 of these operate without ticket offices. Our proposals mean that ticket offices at a further 131 stations will close. We will also reduce the number of hours that Northern colleagues are present at these stations.

We plan to close our ticket offices in phases over an 18-month period, subject to the outcome of this consultation, commencing in early 2024.

We will keep ticket offices at the 18 stations listed below. Ticket offices at these stations will have amended ticket office opening times and the number of hours that Northern colleagues are present at these locations will reduce. These ticket offices have been chosen based on location and volume of ticket sales.

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- Barrow-in-Furness
- Blackburn
- Blackpool North
- Bolton
- Bradford Interchange
- Glossop
- Harrogate
- Hartlepool
- Leeds
- Liverpool Lime Street
- Manchester Oxford Road
- Manchester Victoria
- Rochdale
- Salford Crescent
- Skipton
- St Helen's Central
- Warrington Central
- Wigan Wallgate

4.2 Retail Channels

At the point at which Northern closes the proposed tickets offices, the full range of our products which currently retail in ticket offices will be available digitally. Northern also expects that the majority of customer retail transactions will transition to alternative channels. This would be in line with patterns of customer behaviour that is already observed across all stations. Customers will be supported by 'Journey Makers' and will have access to the following retail options:

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- **18 Ticket Offices:** Northern will retain 18 Ticket Offices at key locations (based on geography and footfall) that will continue to retail the full range of ticket products that they do currently (in cash and cashless methods).
- **Ticket Vending Machine (TVMs):** A comprehensive network of TVMs already offer customers an alternative to using a Ticket Office. All locations where the Ticket Office will close have at least one TVM in place. Northern has reviewed the current and forecasted demand for TVMs and have concluded that they have sufficient capacity to accommodate additional transactions arising from Ticket Office closures. There are plans to enhance the support the TVM can offer customers. For example, there are plans for all TVMs to have Video Assistance capability which allows a remote colleague to take over the ticket buying process for the customer up to the point of payment, as well as supporting customers with journey planning and ticketing information.
- **Online purchasing:** The majority of the ticket types that Northern retail are available for purchase online, for example on the Northern App or on National Rail Enquiries. We will look to support customers with the use of online purchasing via our on-station through multiple customer service channels.
- **On train:** Cash paying customers will be able to continue to use cash for all Journeys by buying a ticket onboard from the conductor, providing they get a 'Promise to Pay' ticket at a TVM before they board.
- **Local retail outlets:** Customers will also soon be able to purchase tickets using cash and card from a new channel

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at 'ticket stops' at local retail outlets. This service will be implemented at approximately 4,000 retail locations. It will allow customers to purchase physical tickets from varied locations outside of the stations at their convenience.

4.3 Journey Makers

Our colleagues will continue to provide a great service for our customers. As part of our proposed changes to ticket offices, we will be removing all existing ticket office roles. Instead, we will bring our ticket office colleagues into new Journey Maker roles to help customers around the station.

Journey Makers will be based at stations, although no longer within ticket offices. They'll be available in other areas of the station to help customers face to face with a wide range of needs. This includes supporting people who need extra help travelling through our stations and onto trains.

Journey Makers will support customers by:

- Giving customers information
- Helping customers to buy tickets online and via machines
- Keep stations clean and tidy
- Make announcements at stations
- Provide extra assistance to those who needs it
- Assist during service disruption
- Help resolve customer issues
- Sell tickets at ticket offices

All 149 stations where we have ticket offices currently will continue to have a colleague presence.

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Colleagues who will remain in station-based roles will receive appropriate training. This will include disability awareness course and passenger assistance training.

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4.4 Safety and Security

The safety and security of customers and colleagues are priority areas for Northern in the implementation of station reform.

Northern consider that increased visibility of the colleagues (in the form of a Journey Maker) around the station environment will provide customers with an increased assurance around their safety and security. For safety purposes, all Journey Markers will also be equipped with a body-worn camera and local microphone which provides additional safety and security assurance. Help points will be available at many stations to enable customers to speak to a Northern colleague within the contact centre if no colleagues are available at the station.

For full detail of our current and future safety mitigations please refer to the appendices.

4.5 Accessibility

Northern will ensure that customers currently requiring assistance for boarding and alighting train services will continue to receive support from on-board colleagues in line with Northern's Accessible Travel Policy.

For full detail of our current and future accessibility mitigations please refer to the [Appendix A](#), [C](#) and [D](#).



5. Methodology

This equality analysis aims to identify any potential positive and negative impacts resulting from the reforms proposed in the Station Retailing and Multi-Skilling project. To identify what these impacts are likely to be and where they are most likely to occur, each of the 149 affected stations (i.e., 131 stations to be closed and 18 stations facing changes) were mapped into their respective boroughs (42 in total) and overlaid with publicly available demographic data on each of the protected characteristics. Socio-economic data on each of the 'affected boroughs' – including employment rate, index of multiple deprivation (IMD) score, gender pay gap, crime rate and commuting patterns – have also been incorporated.

Furthermore, for each of the affected stations we have set out in the appendices the existing and planned mitigations for negatively impacted protected characteristic that have been identified through the analysis.

Comparisons have been made between the affected boroughs and England as a whole, allowing Northern to assess which protected characteristic groups and individual stations could be impacted disproportionately by the reforms, both positively and negatively. To support and contextualise the findings from our quantitative analysis, insights from our literature review, covering a wide range of government, industry and academic literature, are included.

A table summarising the likely impacts on each of the protected characteristics (across all stations) is found in [Section 7](#). In [Appendix B](#), an impact assessment (positive or negative) has been applied to all 149 of the affected stations to illustrate

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whether the removal of the Ticket Offices will have positive and / or negative impacts against each protected characteristic. An index of Multiple Deprivation (IMD) has also been applied to each station⁸

Data limitations

There are some limitations to the data used for this equality analysis.

- **Demographic data:** The demographic data used in this analysis comes from the UK Office for National Statistics (ONS) and the Ministry of Housing, Communities & Local Government. All data sources used are listed in Annex A: Data sources. Where Census data is used, it has been taken from the 2021 Census, and where necessary, 2020 ONS data was used where 2021 Census data was not available. Due to the various datasets, numbers may not exactly match and are instead used to give a high-level indication of demographic trends. In some datasets, no data was available for the boroughs of Cumbria (Westmoreland and Furness and Cumberland) and North Yorkshire (Harrogate, Craven, Richmondshire, Selby, Hambleton, Ryedale, and Scarborough) at a more granular level and data at this level was used as a proxy. In most instances, data for Cumbria was not available.
- **Northern's data:** In some instances, granular data on protected characteristics, such as disability and religion, was not available.

⁸ <https://www.gov.uk/government/statistics/english-indices-of-deprivation-2019>



6. Evidence Considered

6.1 Mapping Affected Stations to their Boroughs

Northern splits its network into four regions: Central, East, North East, and West. The 149 stations affected by the Ticket Office Reform project span 42 local authority districts, which we refer to in this report as 'affected boroughs'. The equality analysis does not assess Northern's complete network.

Figure 1: Map of all affected stations by region

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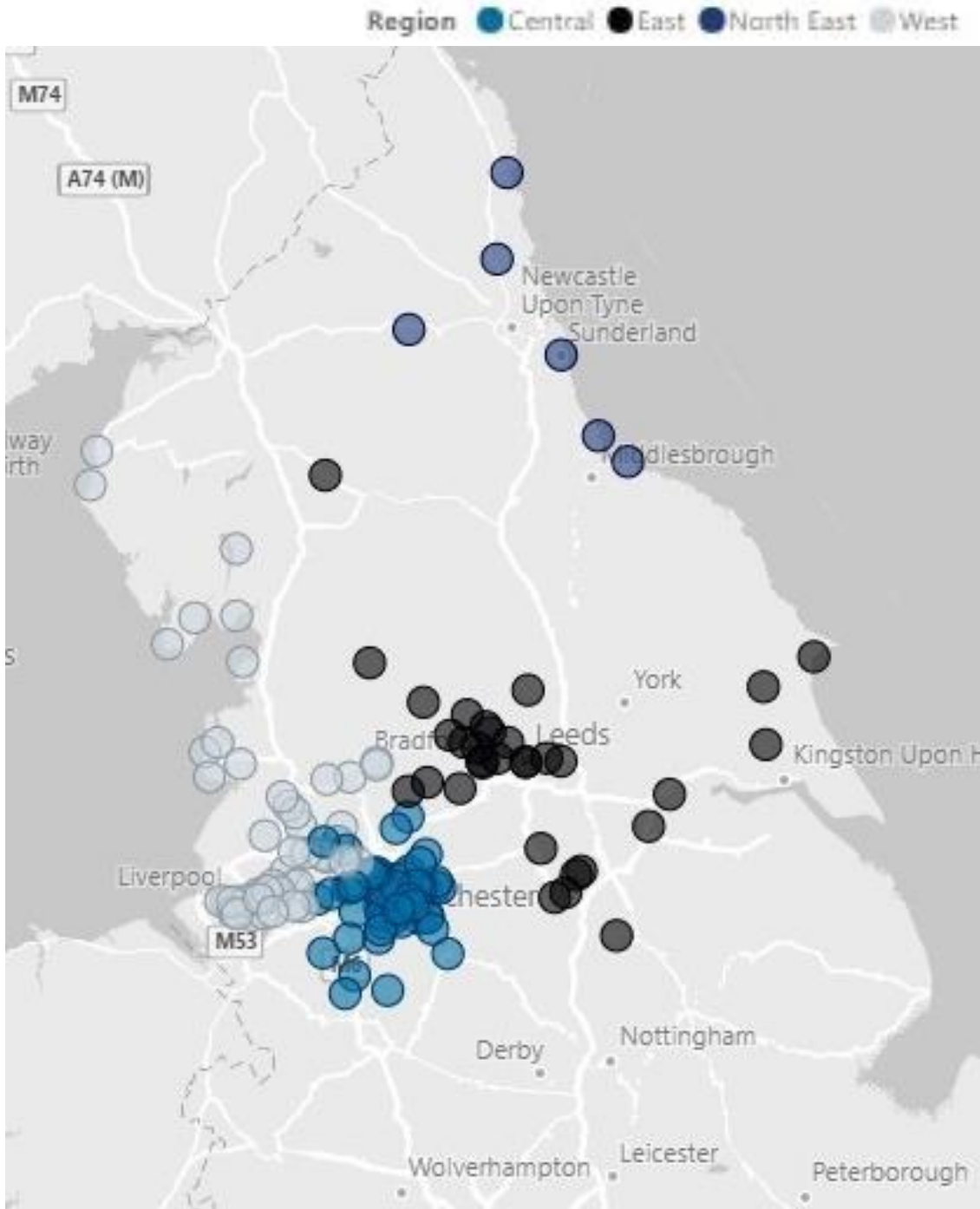


Figure 2: Affected boroughs by population size (with red being the largest population, and green the smallest)

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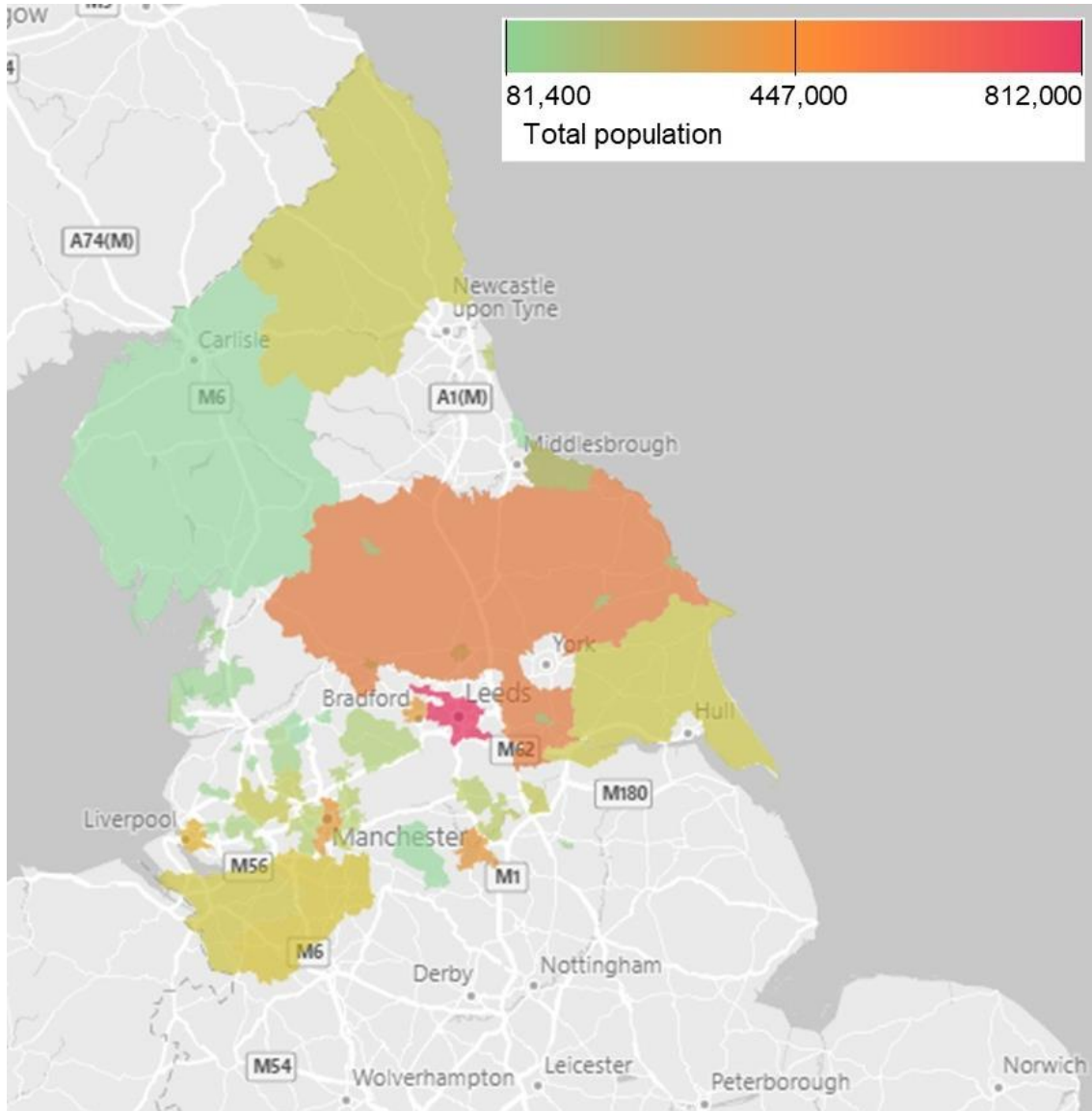


Table 1: Number of affected stations in each borough

Affected Borough	No of Stations	Affected name Station(s)
Barnsley	1	Barnsley
Bassetlaw	1	Worksop
Blackburn with Darwen	1	Blackburn
Blackpool	1	Blackpool North
Bolton	5	Bromley Cross

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Affected Borough	No of Stations	Affected name	Station(s)
		Daisy Hill Farnworth Lostock Parkway Bolton	
Bradford	7	Bingley Ilkley Menston Bradford Forster Square Keighley ShIPLEY Bradford Interchange	
Burnley	2	Burnley Central Burnley Manchester Road	
Calderdale	3	Hebden Bridge Todmorden Halifax	
Cheshire East	9	Alderley Edge Congleton Disley Handforth Holmes Chapel Knutsford Poynton Sandbach Wilmslow	
Cheshire West and Chester	1	Northwich	
Chorley	3	Adlington (Lancashire) Buckshaw Pathway	

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Affected Borough	No of Stations	Affected name	Station(s)
		Chorley	
Cumbria (Westmoreland and Furness, and Cumberland)	7	Grange-Over-Sands Windermere Whitehaven Appleby Ulverston Barrow-In-Furness Workington	
Doncaster	2	Mexborough Thorne North	
East Riding of Yorkshire	4	Beverley Driffield Goole Bridlington	
Fylde	2	Kirkham & Wesham St Annes-On-The-Sea	
Halton	2	Hough Green Widnes	
Hartlepool	1	Hartlepool	
High Peak	7	Dinting Hadfield New Mills Central New Mills Newtown Whaley Bridge Glossop Buxton	
Hyndburn	1	Accrington	
Knowsley	5	Halewood Huyton Prescot	

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Affected Borough	No of Stations	Affected name	Station(s)
		Roby Whiston	
Lancaster	1	Morecambe	
Leeds	6 and 1 Travel Centre	Cross Gates Yorks Garforth Guiseley Horsforth New Pudsey Leeds Leeds Travel Centre	
Liverpool	6	Broad Green Edge Hill Liverpool Mossley Hill Wavertree Technology Park West Allerton Liverpool Lime Street	
Manchester	8	Burnage East Didsbury Gorton Levenshulme Mauldeth Road Deansgate Manchester Oxford Road Manchester Victoria	
North Yorkshire (Craven, Hambleton, Harrogate,	3	Settle Harrogate Skipton	

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Affected Borough	No of Stations	Affected name	Station(s)
Richmondshire, Ryedale, Scarborough, and Selby)			
Northumberland	3	Hexham Morpeth Alnmouth	
Oldham	1	Greenfield	
Redcar and Cleveland	1	Redcar Central	
Rochdale	2	Littleborough Rochdale	
Rotherham	2	Swinton (Yorks) Rotherham Central	
Salford	5	Eccles Swinton (Greater Manchester) Walkden Salford Central Salford Crescent	
Sheffield	1	Meadowhall	
South Ribble	1	Leyland	
St. Helens	9	Earlestown Eccleston Park Garswood Lea Green Newton-Le-Willows Rainhill St Helens Junction Thatto Heath	

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Affected Borough	No of Stations	Affected name	Station(s)
		St Helens Central	
Stockport	14	Bramhall Bredbury Brinnington Davenport Gatley Heaton Chapel Marple Reddish North Romiley Rose Hill (Marple) Woodsmoor Cheadle Hulme Hazel Grove Heald Green	
Sunderland	1	Sunderland	
Tameside	6	Ashton-Under-Lyne Broadbottom Hattersley Mossley (Manchester) Newton For Hyde Guide Bridge	
Trafford	4	Chassen Road Flixton Hale Urmston	
Warrington	4	Glazebrook Warrington West Birchwood Warrington Central	

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Affected Borough	No of Stations	Affected name	Station(s)
West Lancashire	1	Parbold	
Wigan	4	Atherton Hag Fold Hindley Wigan Wallgate	
Wyre	1	Poulton-Le-Fylde	
Total: 42 Boroughs, 149 stations and 1 Travel Centre			

6.2 Demographic and socio-economic data

In this section, publicly available demographic and socio-economic data is used to draw comparisons between the affected boroughs and England as a whole. This analysis shows that the demographic and economic trends seen in the affected boroughs are generally representative of the rest of England, with a few minor exceptions.

Additional statistics and insights from government, industry and academic research have also been incorporated where relevant to contextualise the travel-related issues and challenges faced by customers – dependent on their shared protected characteristics. For example, some customers may face mobility-related challenges due to their protected characteristic. Furthermore, we have included general context via a literature review in which the Northern colleagues are likely to be operating in. The external literature review is particularly relevant in the absence of customer data. Together, this information was used to inform our impacts section (see [7. Potential Impacts](#)), where

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potential positive and negative impacts of the policy are discussed.

Although each protected characteristic is examined individually, we recognise the intersectional issues that pertain to individuals as a result of having multiple social identities, such as gender, class, sexuality, and race (e.g., an ethnic minority cisgender woman). We recognise that different individuals will have intersecting or overlapping identities, which may pre-dispose them to varying experiences of discrimination and privilege.

The affected boroughs account for nearly 20% of the population in England (see Table 2). Across the North West, North East and Yorkshire and The Humber, the population has increased by 10.8% since 2011, compared to 6.5% across England as a whole.⁹ As of 2021, Leeds has the highest population of the affected boroughs (812,000 people). The affected stations with the highest borough populations are located in the North East and Eastern regions, such as North Yorkshire.

Table 2: Population Summary. Census 2021.

	Affected Boroughs	England
Total population	10,678,100	56,489,800

⁹ Office for National Statistics (2022) [Population estimates for the UK, England, Wales, Scotland and Northern Ireland: mid-2021](#)

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6.2.1 Age

Demographics: The UK has a growing and aging population, “with more people than ever before in the older age groups.”¹⁰ It is projected that by mid-2045, England’s elderly population will have doubled, in part due to increasing life expectancies.¹¹ *Table 3* breaks down age groups in the affected boroughs and compares this to national figures. The proportion of children in boroughs with affected stations is consistent with national figures. The proportion of adults in the affected boroughs is marginally lower by 0.5%, and the elderly population is slightly higher by 0.4%. It is anticipated, therefore, that the number of over 65s in the affected boroughs will increase.

Table 3: Breakdown of population by age, affected boroughs and England. Census 2021.

Age Group	% of population in Affected Boroughs	% of population in England
Children (<15 years)	17.5%	17.4%
Adults (16-64 years)	63.7%	64.2%
Elderly (65+ years)	18.8%	18.4%

Customer considerations: A study by the Department for Education found that 81% of young people find it easy to access

¹⁰ Office for National Statistics (2022) [Population and household estimates, England and Wales: Census 2021](#)

¹¹ Office for National Statistics (2022) [National population projections: 2020-based interim](#)

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information about public transport times in their area, while 92% feel confident using public transport.¹² The majority of young people report that they feel safe using public transport in their area.

Conversely, older people are more likely to experience mobility deprivation due to physical restrictions, such as physical ailments, the design of the built environment (e.g., no step-free access) and high prevalence of disability as people age. Older people are also more likely to experience a decline in psychological well-being and reduced income (e.g., reliance on pensions).¹³ As women and those of white ethnicity typically live longer due to gender and ethnic health disparities, they are likely to have a higher representation in the elderly demographic group.¹⁴

As people age, they generally decrease their car usage and rely on public transport. Public transport plays an important role for older people, particularly in tackling social exclusion and maintaining wellbeing.¹⁵ However, older people may struggle to use public transport due to difficulties with mobility, barriers associated with their health, inconvenience (whether due to lack of information about local transport routes or in people's

¹² Department for Education (2010) [Barriers to participation in education and training](#)

¹³ Government Office for Science (2015) [How can transport provision and associated built environment infrastructure be enhanced and developed](#) [Ticket Office support the mobility needs of individuals as they age?](#)

¹⁴ Office for National Statistics (2022) Life expectancies, [Census 2021](#)

¹⁵ Department for Transport (2012) [Transport for Everyone: an action plan to promote equality](#)

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perception of public transport), and if transport does not go where they want it to go (i.e., the end-to-end journey).¹⁶ The impact of the increasing digital divide should also be considered: elderly customers may have difficulties or lack confidence utilising new technologies (e.g., ticket vending machines or mobile apps) to purchase tickets due to lack of digital literacy skills or access to devices. Moreover, cash as the preferred payment method remains the most popular with the elderly (specifically, those aged 65+).¹⁷

6.2.2 Disability

Demographics: *Table 4* breaks down the proportion of people within the affected boroughs who identified as disabled in the 2021 Census. The Census considers a person disabled under the Equality Act if their day-to-day activities are limited in any way (either ‘a lot’ or ‘a little’). If a person has no long-term physical or mental health condition, or if these conditions do not limit day-to-day activities, they are not considered disabled. Disability can include visible disabilities, such as the need for physical aids such as a wheelchair, or less visible disabilities such as cognitive or sensory impairments.

The proportion of people with disabilities in the affected boroughs (19.2%) is 1.5% greater than the national average (17.7%). In England, 18.7% of females and 16.5% of males are disabled. The North of England has the largest proportion of disabled people in England, specifically the North East (21.2%), the North West (19.8%) and Yorkshire, and the Humber (18.9%).

¹⁶ Age UK (2015) [The Future of Transport in an Ageing Society](#)

¹⁷ Bank of England (2022) [Knocked down during lockdown: the return of cash](#)



The prevalence of disability considerably increases after the age of 70 to 74 years.¹⁸

Table 4: Disabled Population. Census 2021.

Social Group	% Of population in Affected Boroughs	% Of population in England
Disabled	19.2%	17.7%
Not disabled	81.8%	82.3%

Customer considerations: Disabled people travel less by rail than those without disabilities. In 2021, people with a mobility difficulty in England completed two rail trips each, on average, compared to 14 for those without a mobility difficulty.¹⁹ However, there is some evidence that journeys made by disabled people will rise. Around a third of disabled non-rail users (30%) say they would be very or quite likely to travel by rail in the future.²⁰ Furthermore, the Office for Rail and Road (ORR) reported a 43% increase in the number of Disabled Persons Railcards in circulation between FY21 and FY22 in Great Britain, and a further 8% increase the year after.²¹

A 2019 survey found that two thirds of disabled passengers report experiencing at least one problem during their rail

¹⁸ Office for National Statistics (2023) [Disability by age, sex and deprivation, England and Wales: Census 2021](#)

¹⁹ Department for Transport (2022) [National Travel Survey 2021](#)

²⁰ Department for Transport (2021) [Research on experiences of disabled non-users of rail](#)

²¹ Office of Rail and Road (2023) [Disabled Persons Railcards](#)

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journey.²² 9% of respondents said that they experience a problem at the station, 21% said they experience problems when planning their journey, and 22% experience problems when purchasing tickets.²³

The proportion of passengers reporting problems at each journey stage varies by disability type. For instance, those with vision disabilities are more likely to report problems when planning their journey. Respondents with learning or vision disabilities are more likely to report experiencing problems when buying tickets. Passengers with mobility or mental health disabilities were the most likely to report experiencing no problems over the course of their journey.

The same survey found that disabled passengers identified using a Ticket Vending Machine (TVM) as the most common anticipated problem when buying tickets. Respondents reported machines not being appropriate for all passengers, including wheelchair users, those with dexterity disabilities, dyslexia, learning disabilities and vision disabilities. While the Ticket Office was often seen as the “default option” for purchasing tickets, these can present challenges as well. For instance, the counter height may not be suitable for wheelchair users, and Ticket Offices are not always open.

Purchasing tickets online was reported by some passengers to be preferable, as it was perceived to be less stressful, it offered the passenger a choice in how to buy the tickets (i.e., own technology preferences), and enabled the organisation of train travel in advance. Some passengers also reported that

²² Department for Transport (2019) [Research on experiences of disabled rail passengers](#)

²³ Scope (2022) [How society treats disabled people](#)



technology has helped them when planning journeys, with apps such as Trainline and National Rail providing a live stream of information to enable them to stay informed throughout their journey.

Financial challenges might also act as a barrier to rail travel. Disabled people are almost twice as likely to be unemployed, and living costs are on average an extra £975 per month.^{24&25} The disability charity Scope has also found that one in four disabled people say negative attitudes from other passengers prevent them from using public transport.²⁶

6.2.3 Sex

Demographics: *Table 5* breaks down the population by sex in the affected boroughs and compares this to national figures. The proportion of females and males in the affected boroughs is in line with national figures.²⁷

Table 5: Population breakdown by sex. Census 2021.

Social Group	% Of population in Affected Boroughs	% Of population in England
Female	51%	51%
Male	49%	49%

²⁴ Department for Transport (2020) [The Inclusive Transport Strategy](#)

²⁵ Scope [Disability in the UK](#)

²⁶ Scope (2022) [How society treats disabled people](#)

²⁷ Office for National Statistics (2023) [Disability by age, sex and deprivation, England and Wales: Census 2021](#)

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Customer considerations: Typically, women make more frequent, shorter journeys throughout the day due to domestic and caring responsibilities, whereas men typically make fewer but longer work-related journeys during peak hours.²⁸ On average, men take 25 trips per person per year, whereas women take 18.²⁹

While both men and women can be survivors of domestic abuse, women are more likely than men to be unable to afford rail travel to escape – including economic abuse which restricts their ability to buy a ticket.³⁰

Personal safety on public transport is often a concern for passengers. The Opinions and Lifestyle Survey found that women between the ages of 16 and 34 were the demographic that felt the most unsafe using public transport after dark, with 58% of this age group reporting they felt very or fairly unsafe.³¹ Sexual offences account for 3.3% of all crime in England, and many instances go unreported.^{32&33} Victims often experience

²⁸ Department for Transport (2022)

²⁹ Department for Transport (2020) [National Travel Survey 2019](#)

³⁰ British Broadcasting Corporation (2020) [Free rail travel for domestic abuse victims extended](#)

³¹ Office for National Statistics (2022) [Perceptions of personal safety and experiences of harassment, Great Britain: 16 February to 13 March 2022](#)

³² Office for National Statistics (2023) [Recorded crime data by Community Safety Partnership area](#)

³³ Gekoski, A., Gray, J.M., Horvath, M.A.H., Edwards, S., Emirali, A. & Adler, J. R. (2015). [‘What Works’ in Reducing Sexual Harassment and Sexual Offences on Public Transport Nationally](#)

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serious psychological and behavioural effects and may avoid the use of public transport.

In response to surveys, women noted that they wanted colleagues at stations, good lighting and visibility, CCTV cameras, and more and better trained colleagues on trains, especially at non-peak times.³⁴ Another way to improve women's perception of being safe on public transport is to increase the numbers of women working in the industry.³⁵

Other barriers to public transport use for women include the cost of travel, inflexible operating hours, and the need to take multiple, shorter journeys per day.³⁶ The Women's Budget Group noted that the lack of transport is linked to social disadvantage, exclusion, and gender inequality – and given the gender pay gap, poor quality, unreliable, and expensive public transport has a far bigger impact on women's lives than those of men.³⁷ Finally, as women have a greater life expectancy than men, they are more likely to be disabled than men due to the increased likelihood of having a disability in old age.³⁸

6.2.4 Ethnicity

[*and Internationally: A Rapid Evidence Assessment*](#). London: British Transport Police and Department for Transport.

³⁴ Department for Transport (2012) [Transport for Everyone: an action plan to promote equality](#)

³⁵ Department for Transport (2012) [Transport for Everyone: an action plan to promote equality](#)

³⁶ Women's Budget Group (2019) [Public transport and Gender](#)

³⁷ Women's Budget Group (2019) [Public transport and Gender](#)

³⁸ Office for National Statistics (2023) [Disability by age, sex and deprivation, England and Wales: Census 2021](#)

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Demographics: Table 6 breaks down ethnicity groups in the affected boroughs and compares this to national figures. The proportion of each minority ethnic group in the affected boroughs is marginally lower than national figures.

Table 6: Ethnic profile. Census 2021.

Social Group	% Of population in Affected Boroughs	% Of population in England
White	85.3%	81.7%
Asian, Asian British or Asian Welsh	8.5%	9.3%
Black, Black British, Black Welsh, Caribbean or African	2.5%	4.0%
Mixed or Multiple ethnic groups	2.2%	2.9%
Other ethnic group	1.5%	2.1%

Customer considerations: The main reasons for travel across England were for leisure (26%), shopping (19%) and commuting (15%) purposes.³⁹ Other reasons include business, education / escort education, other escort and personal business. However, for Black, Asian, and other ethnicities, commuting accounted for greatest proportion of travel, and the Black population had to travel the greatest distance to commute. Those of White ethnicity travelled the most for leisure (27% of trips) and travelled the least for education, including taking children to school (11% of trips).

³⁹ Note commuting category only pertains to travel to work

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However, for every other ethnic group, travel for education was between 21% and 24%.⁴⁰

People from ethnic minorities are at greater risk of transport poverty (i.e., lack of affordable or adequate transport) due to the increased likelihood of having lower incomes, being unemployed and poor transport service availability.⁴¹ White people were found to take the most trips per person per year, whereas people from Asian, Black, or ethnic groups were found to take substantially fewer trips. Of those who travel by train, Black and Asian groups were the social groups who accounted for the most distance travelled by train.⁴²

A study has revealed that concerns for physical safety and worries about racism and discrimination are a key factor when ethnic minority travellers are choosing their travel destination.⁴³ In addition, research by the Department for Transport noted that ethnic minority communities' fear of racial attacks and language difficulties can be a barrier to public transport use.⁴⁴ Furthermore, ethnic minorities may be subject to higher rates of racial profiling in transportation enforcement.⁴⁵

⁴⁰ Office for National Statistics (2021) [National Travel Survey: 2020 notes and definitions](#)

⁴¹ NatCen (2019) [Transport and inequality: An evidence review for the Department for Transport](#)

⁴² Department for Transport (2020) [National Travel Survey 2019](#)

⁴³ Lam, S. (2021) [Diversity, equity and inclusivity in the travel industry is still superficial](#)

⁴⁴ Department for Transport (2012) [Transport for Everyone: an action plan to promote equality](#)

⁴⁵ Council of Europe (2019) [Ethnic profiling: a persisting practice in Europe](#)

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6.2.5 Religion

Demographics: *Table 7* breaks down the population in the affected boroughs by religion and compares this to national figures. The predominant religion within the affected boroughs is Christian, at approximately 49.1% of the population. This is higher than the national average. The next largest religious groups are Muslim (8.2%) and Hindu (0.6%), of which the proportion of Muslims is greater than national figures. More than one-third of the population claim be not religious.

Table 7: Population by Religion. Census 2021.

Social Group	% Of population in Affected Boroughs	% Of population in England
Christian	49.1%	46.3%
Buddhist	0.3%	0.5%
Hindu	0.6%	1.8%
Jewish	0.3%	0.5%
Muslim	8.2%	6.7%
Sikh	0.3%	0.9%
Other	0.4%	0.6%
None	35.4%	36.7%
Not stated	5.4%	6%

Customer considerations: Groups with visible religious markers (e.g., Muslim Hijab, Sikh Turban) tend to face discrimination and abuse in public. A report found that Sikhs who wear religious iconography or clothing are most likely to

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experience abuse and discrimination, with public transports identified as the common place for most of these incidents.⁴⁶ Religious hate crimes account for 5% of all hate crimes in England.⁴⁷ The UK Sikh Survey revealed that almost one in five Sikhs has encountered discrimination in a public place over the past year.⁴⁸ Similarly, many Muslim women tend to experience verbal and physical abuse in public because of their visibly identifiable religious marker (e.g., Hijab).⁴⁹ Moreover, religious groups rely on good public transport accessibility in order to reach places of worship – hence safety is vital to maintaining their confidence in public transportation.⁵⁰

6.2.6 Sexual Orientation

Demographics: *Table 8* breaks down the population by sexual orientation in the affected boroughs and compares this to national figures. The proportion of each sexual orientation profile in the affected boroughs is broadly similar to national figures.

Table 8: Sexual Orientation Profile. Census 2021.

⁴⁶ The Guardian (2016) [What is your experience of being a Sikh in the UK?](#)

⁴⁷ Home Office (2022) [Hate crime, England and Wales, 2021 to 2022](#)

⁴⁸ The Guardian (2016) [What is your experience of being a Sikh in the UK?](#)

⁴⁹ The Independent (2021) [‘There is no safe space to be myself’: The Muslim women targeted for their beliefs](#)

⁵⁰ CAG Consultants (2008) [Responding to the needs of faith communities: Places of worship](#)

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Social Group	% Of population in Affected Boroughs	% Of population in England
Straight or Heterosexual	90.07%	89.37%
Gay or Lesbian	1.60%	1.54%
Bisexual	1.25%	1.29%
Pansexual	0.21%	0.23%
Asexual	0.05%	0.06%
Queer	0.03%	0.03%
All other sexual orientations	0.02%	0.02%
Not answered	6.78%	7.46%

Customer considerations: LGBTQ+ people are at greater risk of being a victim of hate crime and underreporting of hate crime is a particularly common issue.⁵¹ For example, sexual orientation hate crime accounts for 16% of all hate crime in England. The National LGBT Survey (2018) revealed that cisgender respondents who were asexual, bisexual, or queer had avoided being open about their sexual orientation when on public transport (65%) due to fear of a negative reaction from others.⁵² In particular, gay men felt proportionally more unsafe on public transport than lesbian women.⁵³

⁵¹ The National Institute of Economic and Social Research (2016) [Inequality among lesbian, gay bisexual and transgender groups in the UK: a review of evidence](#)

⁵² Government Equalities Office (2018) [National LGBT Survey](#)

⁵³ Amos, W. et al. (2021) [Queer mobilities: critical LGBTQ perspectives of public transport spaces](#)

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Research has also shown that LGBTQ+ people pay hidden costs to travel safely, which take the shape of identity and visibility compromises and heightened levels of fear while travelling. They tend to use more expensive travel alternatives, such as taxis, or take less direct routes to overcome their experiences of unsafe and inaccessible public transport alternatives.⁵⁴ This corresponds to another study by the NIESR, which found that LGBTQ+ people can be unwilling to use relevant services for fear of homophobic, transphobic or biphobic responses from colleagues and service users.⁵⁵ Some studies also suggest that LGBTQ+ passengers are more likely to encounter unsolicited sexual behaviour on public transport compared to heterosexual people.⁵⁶

6.2.7 Pregnancy and Maternity

Demographics: *Table 9* presents the number of live births and the total fertility rate (TFR) in the affected boroughs and compares this to national figures. TFR is the average number of live children that a group of women would bear if they experienced the age-specific fertility rates of the calendar year throughout their childbearing lifespan. Together, the data on live

⁵⁴ Weintrob, A., Hansell, L., Zebracki, M., Barnard, Y. and Lucas, K. (2021) [Queer mobilities: critical LGBTQ perspectives of public transport spaces](#)

⁵⁵ The National Institute of Economic and Social Research (2016) [Inequality among lesbian, gay bisexual and transgender groups in the UK: a review of evidence](#)

⁵⁶ Transport for London (2012) [Understanding the Travel Needs of London's Diverse Communities: The Lesbian, Gay and Bisexual \(LGB\) Community](#)

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births and TFR provide some indication of the presence of women who are pregnant, and parents who are on maternity/paternity leave.

The data suggests the total fertility rate in the affected boroughs is higher than the national rate by 0.7%. In England, there were more live births in the 10% most deprived areas of the country than least deprived areas in 2021. This includes affected boroughs, such as Blackpool, Manchester, and Knowsley, which were ranked as the most deprived boroughs in England respectively according to Index of Multiple Deprivation (IMD) (see Table 13).

Table 9: Birth Statistics. Census 2021.

Social Group	Affected Boroughs	England
Live births	111,410	595,948
Total Fertility Rate	1.62	1.55

Customer considerations: Travelling in pregnancy can be tough and uncomfortable especially because of the nausea, vomiting and feeling of tiredness.⁵⁷ A study found that commuting represented a major challenge for some women during pregnancy, was often a source of stress and anxiety, and had detrimental effects on women's health and well-being, especially when they had pre-existing medical conditions.⁵⁸ The same study found that pregnant women often made adjustments to their commute, such as traveling outside peak times. Difficulty

⁵⁷ National Health Service (2020) [Travelling in pregnancy](#)

⁵⁸ O'Toole, and N. Christie (2021) [Pregnancy and commuting on public transport](#)

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to find a seat during busy times add to their challenges, which further intensifies if they are travelling with another child in a stroller.⁵⁹ Beyond pregnancy, a recent survey by Public Health England confirmed that many mothers are concerned about breastfeeding in public.⁶⁰

6.2.8 Gender Reassignment

Demographics: *Table 10* breaks down the population by gender in the affected boroughs and compares this to national figures. The proportion of each gender in the affected boroughs is in line with national figures.

Table 10: Gender Reassignment Profile. Census 2021.

Social Group	% Of population in Affected Boroughs	% Of population in England
Gender identity the same as sex registered at birth	94.04%	93.47%
Gender identity different from sex registered	0.24%	0.25%

⁵⁹ MadeForMums (2023) [Travelling on public transport when pregnant – essential advice](#)

⁶⁰ United Nations International Children’s Emergency Fund (2017) [Removing the barriers to breastfeeding: a call to action how removing barriers can give babies across the UK the best start in life](#)

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at birth but no specific identity given		
Trans woman	0.09%	0.10%
Trans man	0.09%	0.10%
Non-binary	0.06%	0.06%
All other gender identities	0.03%	0.04%
Not answered	5.44%	5.98%

Customer considerations: According to the National LGBT Survey, non-binary respondents (68%), trans women (69%), and trans men (59%) avoided being open about their gender due to fear of a negative reaction from others.⁶¹ For instance, many individuals limit their liquid intake in order to avoid the use of a public bathroom, which can be a very uncomfortable and even dangerous experience.⁶²

Other studies have noted that a wide range of factors contribute to a person's experienced fear of violence and crime in public transport usage, including structural constraints, such as the time of day, mode of transport, levels of security provisions, and past personal experiences and attitudes.⁶³ Indeed, a survey found that those who identify as trans people prefer travelling in a group without exceptions.⁶⁴ This may be the result of

⁶¹ Government Equalities Office (2018) [National LGBT Survey](#)

⁶² Longmore, N. (2017) [20 Things Transgender People Worry About in Everyday Life](#)

⁶³ Newton, A. (2014) [Crime on Public Transport](#)

⁶⁴ Amos, W. et al. (2021) [Queer mobilities: critical LGBTQ perspectives of public transport spaces](#)

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experiencing greater levels of exposure and / or vulnerability, and concern for personal safety due to long waits at stations.⁶⁵

6.2.9 Marriage and Civil Partnerships

Demographics: *Table 11* breaks down same- and opposite-sex marriages in the affected boroughs and compares this to national figures. Same-sex marriages in the affect boroughs is marginally higher at 0.5%.

Table 11: Marriage and Civil Partnerships Profile. Census 2020.

Social Group	% Of population in Affected Boroughs	% Of population in England
Same-sex marriages	3.8%	3.3%
Opposite-sex marriages	96.2%	96.7%

Customer considerations: Survey summary showed that over two thirds (68%) of all respondents with a minority sexual orientation said they had avoided holding hands in public with a same-sex partner for fear of a negative reaction from others.⁶⁶

6.2.10 Employment Rates

Table 12 presents the unemployment rate in the affected boroughs and compares this to national figures. The rate of

⁶⁵ Department for Transport (2012) [Transport for Everyone: An Action Plan to Promote Equality](#)

⁶⁶ Government Equalities Office (2018) [National LGBT Survey](#)

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unemployment in the affect boroughs is slightly lower than the national figure. Higher rates of economic inactivity in these areas is a contributing factor.⁶⁷

Table 12: Employment Rates. ONS 2020.

Social Group	% Of population in Affected Boroughs	% Of population in England
Unemployed	3.6%	3.8%
Employed	75.9%	78.4%
Not economically active ⁶⁸	20.5%	17.8%

6.2.11 Deprivation

The Index of Multiple Deprivation (IMD) is a measure of relative deprivation for small areas, and is calculated using the following categories and weightings:

- Income Deprivation (22.5%)
- Employment Deprivation (22.5%)

⁶⁷ Economic inactivity means that people (aged 16-64) are not involved in the labour market – they are neither working or actively seeking employment. Economic inactivity includes students, early retirees and the long-term sick.

⁶⁸ Economic inactivity means that people (aged 16-64) are not involved in the labour market – they are neither working or actively seeking employment. Economic inactivity includes students, early retirees and the long-term sick.

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- Education, Skills, and Training Deprivation (13.5%)
- Health Deprivation and Disability (13.5%)
- Crime (9.3%)
- Barriers to Housing and Services (9.3%)
- Living Environment Deprivation (9.3%)

The IMD ranks the deprivation of 317 local authority districts in England, with 1 being the most deprived and 317 being the least deprived. *Table 13* presents the IMD rank for each of the affected boroughs, based on figures released in 2019.

Table 13: Deprivation Rank. Ministry of Housing, Communities & Local Government

Affected Boroughs	IMD Rank
Bassetlaw	108
Blackburn with Darwen	14
Blackpool	1
Bolton	47
Bradford	21
Burnley	11
Calderdale	76
Cheshire East	228
Cheshire West and Chester	183
Chorley	192
Doncaster	41
Cumbria	N/A

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East Riding of Yorkshire	217
Fylde	198
Halton	39
Hartlepool	25
High Peak	202
Hyndburn	18
Knowsley	3
Lancaster	112
Leeds	92
Liverpool	4
Manchester	2
Barnsley	38
North Yorkshire	N/A
Northumberland	131
Oldham	29
Redcar and Cleveland	62
Rochdale	17
Rotherham	50
Salford	20
Sheffield	93
South Ribble	210
St. Helens	40
Stockport	154
Sunderland	33
Tameside	23
Trafford	209
Warrington	175
West Lancashire	178
Wigan	97
Wyre	147

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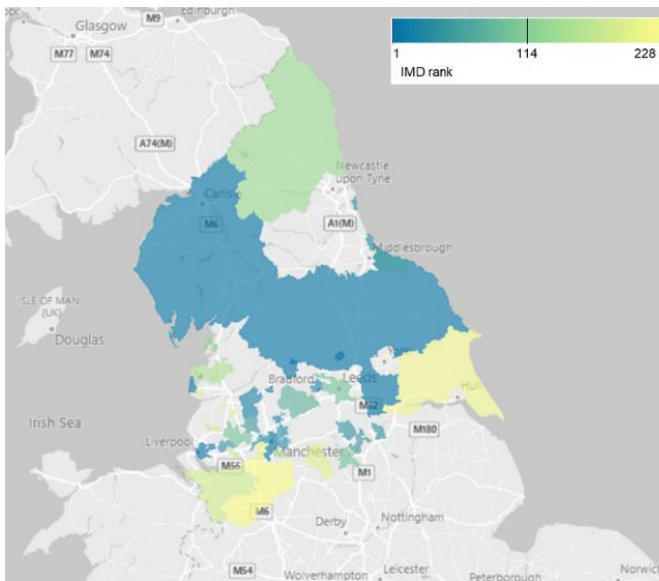


Figure 3: Map of IMD rankings for the affected boroughs

6.2.12 Crime Rates

We are analysing crime rates, given certain individuals who share protected characteristics are more likely to be impacted by crime than others – and therefore will have different vulnerabilities and impacts associated with Northern’s reform project. For instance, certain groups may be more at risk of being victims of hate crimes, therefore station facilities and colleague presence will be more important factors for these groups.

Table 14 presents the number of crimes reported to police in the affected boroughs and compares this to national figures. Despite accounting for under 20% of England’s total population, the affected boroughs account for 24% of England’s total reported crimes. Note that not all crimes are not reported to the police and thus police reported crimes do not give a full depiction of general trends in crime.

Table 14: Number and type of crime. ONS 2022.

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Type of crime	Crime in Affected Boroughs	Crime in England
Total crime	1,198,578	4,912,794
Violence against the person	479,322	1,870,328
Sexual offences	38,883	172,812
Robbery	11,737	67,731
Theft offences	314,441	1,523,640
Criminal damage and arson	123,297	466,006
Drug offences	35,310	150,216
Possession of weapons offences	12,379	50,235
Public order offences	153,867	507,697
Miscellaneous crimes	29,372	104,129

In line with the rest of England, crimes of ‘violence against the person’ (homicide, death or serious injury caused by illegal driving, violence with injury, violence without injury, and stalking and harassment) account for the greatest proportion of police report crimes in the affected boroughs (40%). This is followed by threat offences (residential burglary, non-residential burglary, vehicle offences, theft from person, bicycle theft, shoplifting, and all other theft offences) and public order offences (26% and 13%

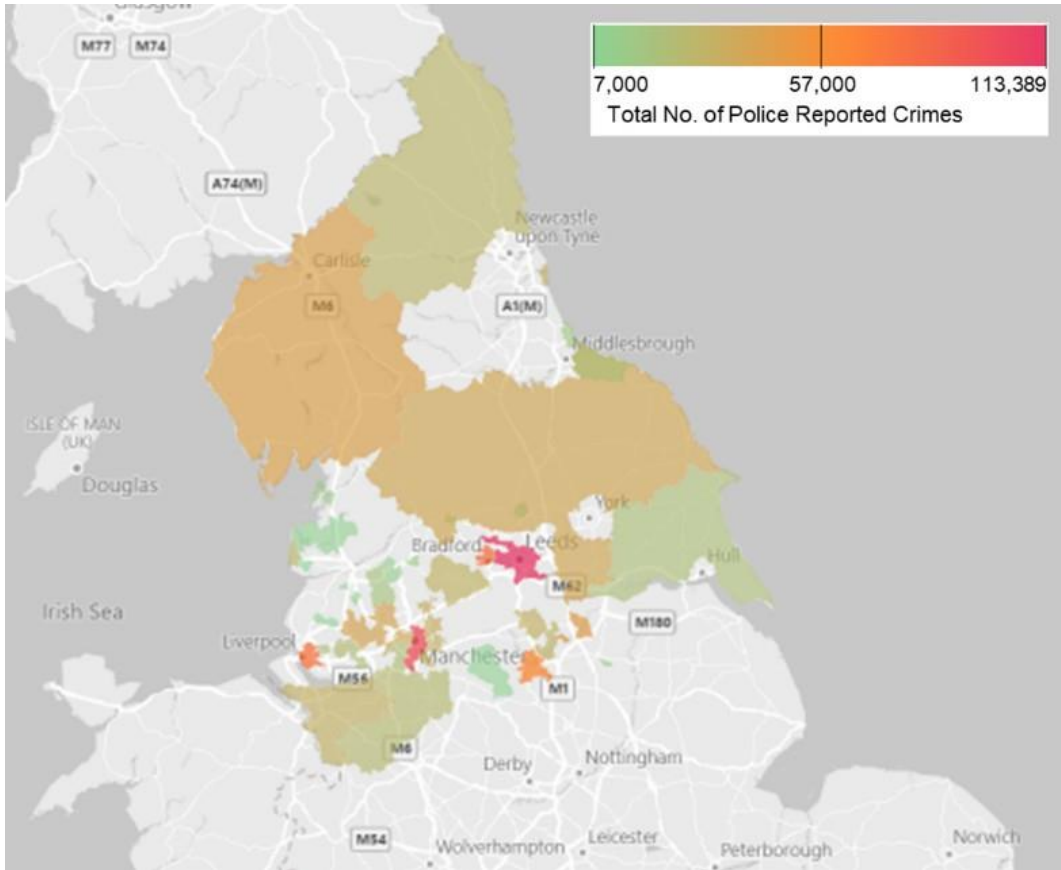
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respectively). No correlation was found between crime rates and deprivation in this assessment; however, other studies have shown that recorded crime is more prevalent in the neighbourhoods with the highest levels of income deprivation.⁶⁹ Note that crime statistics need to be viewed in context; for instance, boroughs with bigger population sizes may generate more reported crime than those with smaller populations.

Figure 4: Map of total numbers of crime in each affected borough

⁶⁹ Trust for London (2022) [Crime and income deprivation](#)



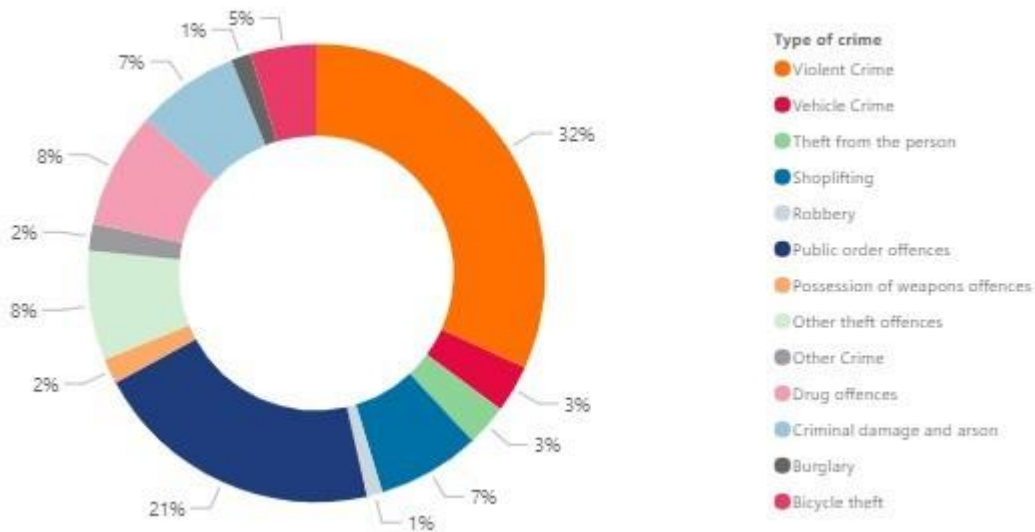
6.2.13 Station Crime

Violent crime (32%) was the most common crime committed at the affected stations. This was followed by public order offences (21%), which together account for over half of all station crimes. This was followed by drug offences (8%) and other theft offences (8%).

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Figure 5: Station Crime by type of crime. British Transport Police (2023).



Leeds station had the greatest number of recorded crimes. This was followed by Manchester Victoria and Bolton. Data was not available for all the stations.

6.2.14 Hate Crime

Hate crimes are taken to mean any crime where the perpetrator's hostility or prejudice against an identifiable group of people is a factor in determining who is victimised. It is spilt into five overarching categories: race, religion, sexual orientation, disability, and transgender. Note that the figures measure the motivating factors, and thus this figure differs from the total number of offences. Data is spilt by police force area; boroughs were matched to their respective police force areas which can span across several boroughs. For the breakdown of police force areas, see [Annex B](#).

Table 15: Hate crime, England and Wales, 2021 to 2022. Home Office 2022.

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Type of hate crime	Hate crimes in Affected Boroughs	Crime in England
Total number of offences	51,318	155,841
Total number of motivating factors	54,194	163,322
Race	34,977	109,843
Total religion	2,758	8,730
Sexual orientation	9,300	26,152
Disability	5,564	14,242
Transgender	1,595	4,355

Race was the prime motivating factor for hate crime, accounting for 67% of all hate crime in England. This was followed by sexual orientation (16%), disability (9%), religion (5%) and transgender (3%). The affected boroughs account for approximately a third of all hate crime in England.

6.2.15 Rail Commuters

Figure 6 illustrates the population within 3km of stations which Northern serve. It uses Census 2021 travel to work data to estimate the commuter market around these stations. Children are excluded here as this data only represents travel to work data. Note that this figure is indicative as it looks at rail as a whole and not markets exclusive to Northern and does not consider leisure travel. Whilst 2021 data underestimates rail commuting data due to the Covid-19 pandemic, ways of working and commuting patterns (i.e., employees working from home) have

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considerably changed since 2021 and are not expected to return to these levels in the near future.

Figure 6: Rail commuters within 3km of the Northern served rail network by age

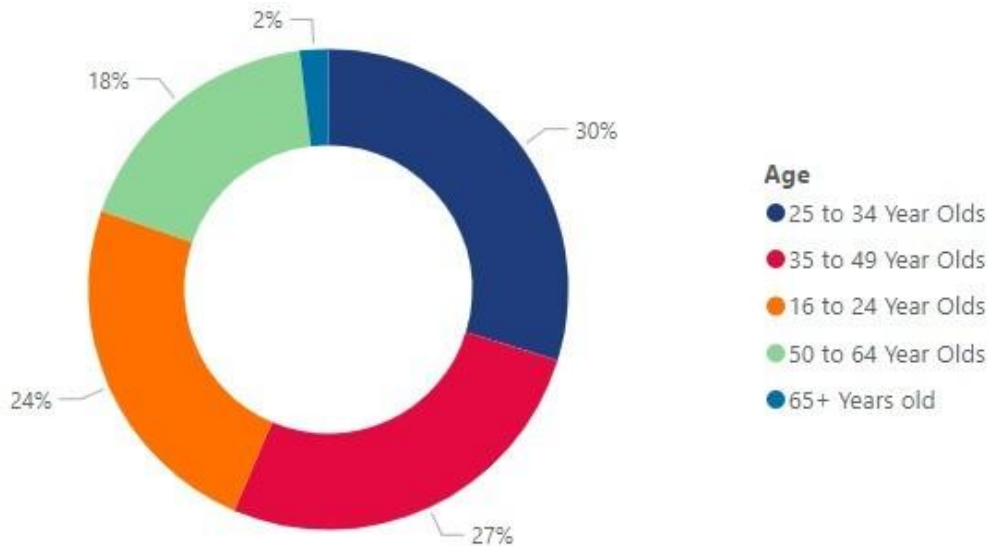
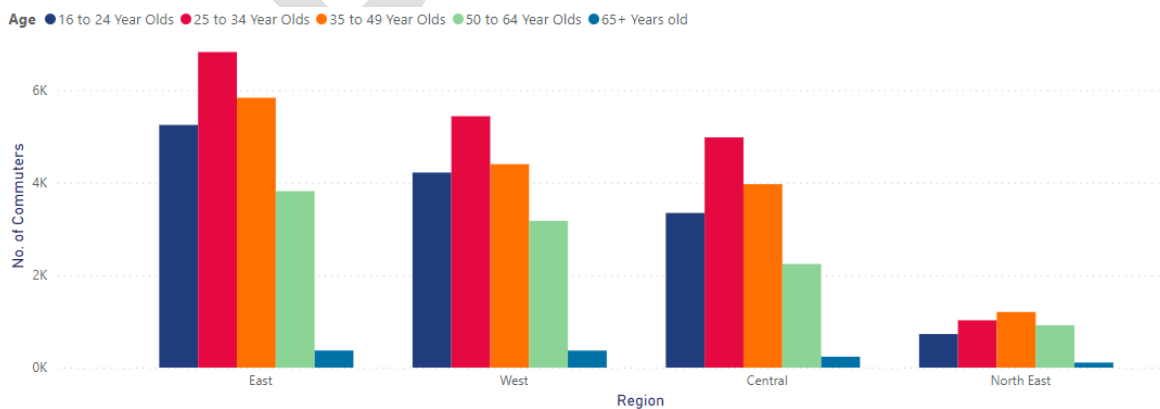


Figure 7 breaks down the commuter patterns by region and age. The greatest amount of commuting occurs in the East region, where it is dominated by 25 to 49-year-olds. The North East region has the lowest number of commuter journeys. In all the regions, 25 to 34-year-olds account for the largest proportion of commuters, whilst the over-65 population is dramatically lower.

Figure 7: Rail commuters within 3km of the Northern served rail network by region



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Of these journeys, the 25 to 34 years population accounted for the greatest proportion of these journeys. Less frequented commuter journeys, such as Oxenholme to Windermere, may be due to the lack of jobs in these areas and smaller populations.⁷⁰

Commuting accounts for a large proportion of rail usage. However, it has been found that there is often a “mismatch between ‘where people are’ and ‘where jobs are’”,⁷¹ that despite the availability of local transport, education and employment opportunities may be limited. In addition to the uneven geographic distribution of employment opportunities, transport networks were found to be slow, congested, and unintegrated.⁷²

6.2.16 Station Footfall

Station footfall data was taken from Office of Rail and Road (ORR). Total footfall is the total number of entries and exits in a station, regardless of ticket type (e.g., off-peak ticket, season ticket, etc.). Covid-19 had a severe impact on rail travel due to lockdown restrictions, causing a dramatic decline in rail usage. As such, figures from April 2020 to March 2021 have been excluded from this analysis.

Between April 2019 and March 2020, total footfall was over 142 million. Leeds was the busiest station with over 31 million entries and exits. This figure is nearly double that of the next busiest

⁷⁰ Office for National Statistics (2022) [Travel to Work, England and Wales: Census 2021](#). Data was received internally and may have been manipulated.

⁷¹ NatCen (2019) [Transport and inequality: An evidence review for the Department for Transport](#)

⁷² NatCen (2019) [Transport and inequality: An evidence review for the Department for Transport](#)

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station, Liverpool Lime Street, at 16 million. Manchester Victoria and Manchester Oxford Road were the next busiest stations. The boroughs in which these stations are situated have some of the largest populations of the affected boroughs, as well as the largest adult populations. This may indicate that the large footfall is due to people commuting to big cities for work. The stations with the lowest footfalls, all located in the West and Central regions, were Hag Fold (48,138), Glazebrook (48,808) and West Allerton (55,072).

Between April 2021 and March 2022 rail travel started to increase again, however, due to societal changes from the pandemic, such as work from home, rail usage is not expected to return to its pre-pandemic levels. Total footfall in this period was 93.2 million, nearly 50 million lower than pre-pandemic levels. Leeds, Liverpool Lime Street and Manchester Victoria and Manchester Oxford Road remained the busiest stations; however, footfall was dramatically lower (e.g., the total footfall at Leeds station was 19.2 million). Glazebrook remained as one of stations with the lowest footfall (23,552), however, footfall at Chassen Road (26,166) and Farnworth (43,744) decreased since the pandemic, replacing Hag Fold and West Allerton as the least busy stations. Hag Fold and West Allerton stations, however, remain in the top 5 least busiest stations. This may be due to Wigan (Hag Fold Station) having one of the smaller populations (~329,000 people) of the affected boroughs and is not an economic hub. However, West Allerton station, located in Liverpool, may have a lower footfall due to Liverpool Lime Street station being bigger and more connected.

Typically, stations that are not located in economic hubs (i.e., major cities) where commuting is the main reason for rail usage, may explain the small footfalls at such stations. Similarly,

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stations that are situated in boroughs with smaller populations (except for Liverpool), and which are comprised of greater proportions of children and elderly who do not commute, will also have smaller footfall.

6.3 Our Data

This section highlights the data that we collect on various factors that are pertinent to this equality analysis, including: station accessibility, total footfall, passenger assist bookings, sales data, ticket vending machines, and customer complaints at staffed stations.

6.3.1 Station Accessibility

Stations are categorised into five categories according to their level of accessibility:⁷³

- **A:** Step free access to all platforms via level crossings, lifts, ramps.
- **B1:** Step free access to all platforms – may include long or steep ramps. Access between platforms may be via the street.
- **B2:** Some step free access to all platforms.
- **B3:** Some step free access, may be in one direction only.
- **C:** The station has no step free access to any platform.

⁷³ Chiltern Railways [Accessible Travel Information](#).

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See [Appendix B](#) for the breakdown of Northern's stations by accessibility category.

49 % of the affected stations are Category B and 11% are Category C. The 40% of stations that have an A accessibility category would not experience changes to their accessibility (in terms of stepping onto the platform or train) as a result of the proposed policy.

6.3.2 Northern Passenger Assist Bookings

Through the industry-wide booking assistance platform, called Passenger Assist, Northern customers can book assistance at stations and for boarding and alighting our trains. According to our data, between P12 2022 and P13 2023 Northern passengers made 107,487 bookings for assistance on the system. Of these 19,935 were cancelled, resulting in 87,552 completed bookings. Booking cancellations can occur for a multitude of reasons, such as travel amendments or train strikes.

Of the bookings placed during this period:

- Nearly one-third (31%) of passenger assistance bookings were for the 18 TO locations proposed to remain.
- Monday to Thursday are the most popular days for passenger assistance. However, there is a spread of volume across the week. Sundays are the lowest with 9% of all bookings.
- 94% of bookings are between the hours of 8:00 and 21:00.
- 75% of bookings requested assistance both at departure and arrival station.
- 95% of bookings are for alighting a train, with 82% requests for boarding a train.

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Random sampling was undertaken on the 107,487 Northern Passenger Assist (PA) requests data to identify other key themes. The data was filtered to include the affected stations owned and managed by Northern. A random number was allocated to each PA request and the top and bottom 10 requests (20 in total) were selected to be assessed. Note that some requests asked for multiple types of assistance. Our sampling exercise found that most PA requests were for help getting on and off the train, rather than assistance at the station itself. Nearly half of the PA requests were for help with luggage. Ramps, to get on and off the train with wheelchairs and station buggies were the next most common requests. Of the selected requests, help due to being deaf was requested once. Due to the random sampling, no geographical trends were found.

A 2023 external customer research survey by ORR on Experiences of Passenger Assist highlighted the below findings:

- Most passengers booking assistance are aged over 65 (66%), with the proportion under 50 years old booking assistance (13%).
- The most common type of disability among users is physical (67%), followed by hearing (18%), vision (15%) and learning (8%).
- The most commonly booked services were assistance boarding the train (60%), help with luggage (56%) and alighting the train (44%).
- After making their booking, seven in ten (71%) felt confident that all their requirements would be met.

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A 2019 DfT study found that over a third of disabled passengers never book assistance services in advance when travelling by rail.⁷⁴ In these instances, there is also a 'Turn up and Go' service whereby passengers can arrive at the station and request assistance that has not been booked in advance. Station operators are required to provide assistance to passengers, even if this has not been arranged in advance, where this is reasonably practicable. To help Northern understand the types, timing and frequency of passenger requests made without a booking, an employee survey (covering 59 employees from 15 stations and 14 depots) was conducted. This revealed:

- Assistance with luggage, use of ramps and sighted guidance were the most required types of customer assistance at stations. Other types of assistance include help pushing a wheelchair, help transferring trains, use of a station wheelchair and use of a station buggy.
- 69% of colleagues complete assistance every day.
- Peak times for assistance are off-peak midweek (between 9:00 and 16:00), i.e., outside the traditional peak commuter travel period.

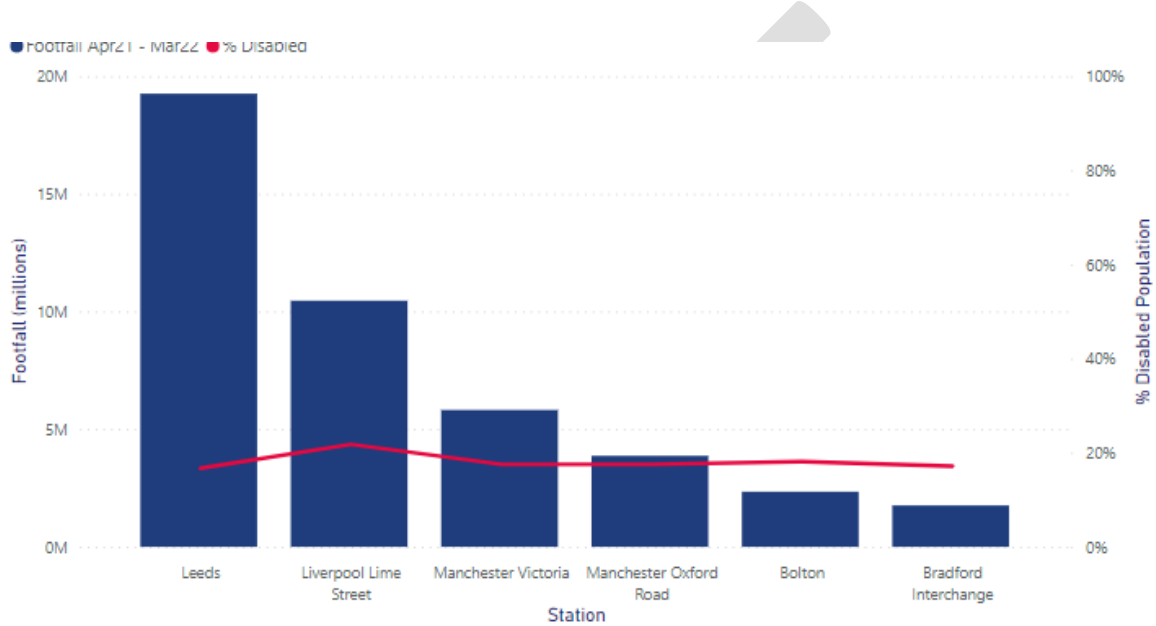
Of all stations, Leeds received the highest number of passenger assist bookings (9,786), followed by Blackpool North (6,936), Manchester Victoria (3,678), Liverpool Lime Street (2,748) and Manchester Oxford Road (2,589) stations. These stations will all retain a full staffing presence. Most stations received less than 1,000 passenger assist bookings between P12 2022 and P12 2023. Higher number of bookings are correlated with high station footfall and large local populations. As seen in *Figure 8*, there

⁷⁴ Department for Transport (2019) [Research on experiences of disabled rail passengers](#)



does not appear to be a positive correlation between station passenger assist bookings and the proportion of disabled populations in their local boroughs. Note that not all passenger assists, such as ‘Turn up and Go’ services, are recorded.

Figure 8: Six busiest stations (by footfall) and proportion of disabled people in their respective boroughs



6.3.4 Ticket Vending Machines (TVM)

Northern has over 300 TVMs across the 149 affected stations, with all stations having at least one TVM. The number of TVMs per station is positively correlated with footfall, with the busier stations, such as Leeds, having the greatest number of TVMs (11). Northern reviewed the current and forecasted demand and has concluded that the TVM's have sufficient capacity to accommodate additional transactions arising from TO closures.

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All TVMs can accept card payment via contactless and Chip & Pin. Nine of our TVM's accept cash. All TVMs can retail national fares, with a few exceptions, and have live train running and rail replacement information. All of our TVMs are enabled for ticket collection when the ticket is booked on-line. All card-only TVMs that are located at stations without a ticket office will have the Promise to Pay functionality enabled to allow customers to pay by cash at the first opportunity. At present, 33 TVMs have Video Assistance enabled (2 of which are at impacted stations), which allows a colleague in our contact centre to talk to customers and help them buy the ticket to the point of payment. Northern is running a pilot for Video Assistance across a wider network and seeking extending this functionality to all TVMs, subject to funding.

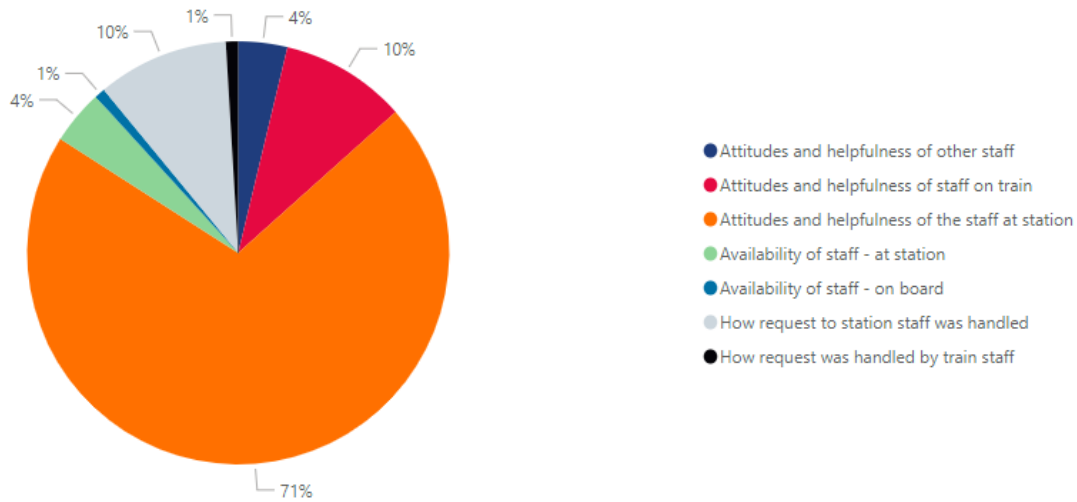
In 2023, Northern conducted an accessibility study of the TVMs. To date, nearly all TVMs have been assessed and 20 are remaining to be surveyed. The assessment classified TVMs with a high, medium, or low accessibility risk. Of those assessed, 26 TVMs were found to have accessibility issues, 17 of which were classified as high risk. 2 TVMs were classified as medium risk, and 7 with low risk. 11 of these TVMs are in stations impacted by this project (Alderley Edge, Dinting, Driffield, Gorton, Greenfield, Guiseley, Hadfield, Handforth, Morecambe, Sandbach and Workington). All TVMs have adjustable screen height functionality which increases physical accessibility.

Customer complaints by staffed station

The majority of complaints targeted station colleagues rather than train colleagues; 72% of complaints were about the attitudes and helpfulness of the colleagues at the station. Only 11% of complaints regarded train colleagues.

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Figure 9: Customer complaints by staffed station by topic



As would be expected, stations with the highest footfall receive the highest number of customer complaints. Leeds stations received the most complaints (103), a far greater amount than the next most complained about station, Manchester Victoria (47). After this, Liverpool Lime Street (41) and Manchester Oxford Road (35) stations received the greatest number of complaints.

6.4 Engagement and Consultation

In preparation of this equality analysis, Northern will be undertaking the following consultations with customers on the proposed changes.

Engagement Method	Stakeholder
1. Engagement panels	Northern's Accessibility User Group Panel (NAUG)

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2. Interviews at select stations (see Section 8)	Customers
3. Formal consultation	General public

Further details on the engagement method and the data collected are outlined below.

1. Engagement panels with equality organisations:

Northern conducted a focus-group session with some of its Northern Accessibility User Group members before the formal consultation period. The key objective of this discussion was to obtain insights and feedback on the likely impacts of the reforms plan and policy early-on in the process, and for Northern to incorporate the feedback and insights received into consideration before finalisation. The panel session was customer-focused in order to understand the perception of the impact of the reform on the various groups of customers, especially those within any protected characteristic groups.

2. Interviews with customers at select stations: Northern developed case studies (as highlighted in [Section 8](#)) for four randomly selected stations to understand the impact of the reform on the station's customers. Northern obtained insights for these case studies through engaging with customers at the selected stations. The customer engagement during the station visits covered station-specific incidents, such as number of Passenger Assist bookings, impact on customer experience due to proposed reforms around relocating some colleagues, and other interactions between the colleagues and customers.

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3. **Formal consultation:** Through Transport Focus, Northern launched formal consultations with an invitation for responses from the public on the reforms.

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7. Potential Impacts

An equality analysis assesses the outcome of a project from the viewpoint of a number of groups who share a protected characteristic, including:

- Age
- Sex
- Disability
- Race
- Religion or belief
- Sexual orientation
- Pregnancy and maternity
- Marriage and civil partnership
- Gender reassignment

In examining the impacts, we have also considered the intersectional issues that pertain to individuals because of their multiple social identities, such as gender, class, sexuality, and race (e.g., an ethnic minority cisgender woman). We recognise that different individuals will have intersecting or overlapping identities, which may pre-dispose them to varying experiences of discrimination and privilege.

To avoid repetition, potential impacts that pertain to all protected characteristics are outlined in the table below. Subsequently, we have broken down potential impacts by each protected characteristic to Northern's customers. We then summarised the

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impacts against the three strands of the Equality Act in [Section 9](#).

A detailed breakdown of protected characteristics impacts by station can be found in [Appendix B](#).

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7.1 Potential positive impacts on all protected characteristics

Improved customer experience

The Journey Maker is a customer-facing role that will offer guidance and general support for customers with queries, ticket purchasing support, direction during disruption, mobility assistance and wayfinding.

The transition from ticket office colleagues to Journey Maker may increase the visible presence of colleagues in and around the station environment, increasing the perception of safety and security at the station and make passengers feel more comfortable when travelling. The Journey Maker will also help to address customers' requests for more information when travelling, provide directions to facilities (i.e., a certain platform), and provide general assistance. Technology deployed by Journey Makers will offer increased translation ability, at the station and conductors on train will have Passenger Assistance technology available.

Increased access to facilities

As a result of this change, some of our current facilities will be open for longer than they are currently and be made more accessible. All facility opening hours will be maintained or increased. This is documented in [Appendix A](#), [Appendix C](#) and [Appendix D](#).



7.2 Potential negative impacts on all protected characteristics

Safety and community for customers

The reduction in the presence of staff may create a perception amongst customers that stations are less safe than they are today.

Vacant buildings maybe subject to vandalism, squatters, fires, antisocial behaviour, and general damage if not secured appropriately. This may deter passengers from travelling due to the appearance of an unsafe environment. Some people express concerns about using public transport because of a particular characteristic they have, such as their gender or race, or because they need to travel at certain times of the day or night. Feelings of safety can be affected by the condition of stations where these are dirty, littered or vandalised, as can poor behaviour of passengers and colleagues.⁷⁵ There may be blind spots in the station, i.e., no CCTV coverage, which are prone to instances of anti-social behaviour and crime.

Lack of payment choice

Customers at 131 stations will not be able to use cash to purchase ticket products in or at the station, impacting those who rely on cash as a payment method. Despite alternative cash purchase channels being in place, this may inconvenience some customers as they will need to print a

⁷⁵ DfT (2012) [Transport for Everyone: an action plan to promote equality](#)



Promise to Pay ticket from a TVM before boarding a train. This will particularly impact the elderly, and/or communities that are more deprived, as they are more likely to prefer cash as their valued form of money.^{76&77}

Reduced accessibility support from station staff

The proposed stations reform will bring a change in the routine for many customers, potentially creating increased levels of stress and anxiety. The total number of station staffing hours is reducing across the majority of stations impacted in this proposal, meaning that some accessibility requests may not be able to be supported during the same hours that they are currently, in particular ‘turn up and go’ requests. As such, some customers with disabilities may not receive assistance during hours where the staff presence has been removed. This may discourage some passengers from using the railway.

Reduction in access to different product types at station

Not all ticket products currently available to purchase at ticket offices will be available on the station TVM. Whilst most products can be purchased digitally, customers seeking to purchase products in person will need to travel to their nearest ticket office, which may inconvenience them when compared to the service they receive currently. This may deter customers from using Northern

⁷⁶ RSA (2022) [Card or cash? Patterns of cash-use in the UK](#)

⁷⁷ Bank of England (2022) [Knocked down during lockdown: the return of cash](#)



services due to the difficulty, extra cost and extra journey time required to obtain their desired tickets.



7.3 Equality Impact Summary

This section details the potential positive and negative impacts for each of the protected characteristics. For each protected characteristic, we have provided a summary upfront on an overview of the demographics data. In the absence of internal data, such as colleagues sexual orientation, general UK data has been used.

<p>Summary of key changes proposed under the Ticket Office Reform</p>	<p><i>Stations Retailing Reform</i></p> <ol style="list-style-type: none"> 1. Planned closure of 131 Ticket Offices in a phased manner over a period of 18 months. 2. Making changes to ticket office hours at 18 stations and that will retain existing retailing capabilities. <p><i>Stations Multiskilling Reform</i></p> <ol style="list-style-type: none"> 1. Redeployment of some colleagues members to a multiskilled, flexible, stations-based role called the 'Journey Maker'.
<p>Acronyms</p>	<p>JM = Journey Maker PA = Passenger Assist TVM = Ticket Vending Machine TO = Ticket Office</p>

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Specific groups to consider⁷⁸

Age, Disabled, Gender reassignment, Marriage and Civil Partnership, Race, Pregnancy and Maternity, Religion and Belief, Sex and Sexual Orientation

⁷⁸ GOV UK (2010) [Equality Act 2010](#)



7.4 Age

OVERVIEW & STATIONS MOST IMPACTED: In the affected boroughs, the elderly (65 years and older) account for 19% of the total population and adults 64%. As the UK has an ageing population, it is projected that the number of older people (those aged 85 years and over) will almost double to 3.1 million by 2045, representing 4.3% of the total UK population.⁷⁹ This growing elderly population will have their own set of physical, mental, and social requirements, the accommodation of which would require certain structural economic and societal shifts. Fylde (27.9%), Wyre (27.8%) and East Riding of Yorkshire (26.5%) have the highest proportion of elderly people today and subsequently the lowest proportion of children of all the affected boroughs. 7 stations are situated in these boroughs: Beverley, Bridlington, Driffield, Goole, Kirkham & Wesham, Poulton-Le-Fylde, and St Annes-On-The-Sea. The likelihood of being a victim of crime decreased with age, with 18% of 16- to 24-year-olds having been a victim of crime and 5% of those aged 75 years or older having been a victim of crime. This is due to higher instances of sexually orientated crimes against younger people compared to older people who were more likely to be victims of crimes related to theft.⁸⁰

⁷⁹ Office for National Statistics (2022) [National population projections](#)

⁸⁰ Office for National Statistics (2020) [Crime in England and Wales: year ending March 2020](#)



7.4 Age

AGE	
Positive impacts	Negative impacts
<p>Improved customer experience</p> <ul style="list-style-type: none"> Northern intends to implement the national Passenger Assistance app for conductors which will enable them to better respond to the assistance requests from elderly customers. These requests will also appear on the Journey Maker’s tablet, enabling them to respond more quickly and efficiently to any requests and emergencies. The introduction of the Journey Maker role is likely to decrease travel complexity for elderly people as there will be easy access to help 	<p>Passenger Assistance capacity</p> <ul style="list-style-type: none"> 69% of PA bookings are at stations where there will be a revolving Journey Maker presence. Journey Makers will be at a station for an average of 29 hours per week compared to 73 hours currently staffed by Ticket Office colleagues. <p>Digital exclusion</p> <ul style="list-style-type: none"> Northern expects that most Ticket Office transactions will migrate to digital retailing channels like National Rail or Northern App. As a higher proportion of older people (as

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AGE	
Positive impacts	Negative impacts
<p>and assistance on the platform (as advertised times).⁸¹</p> <ul style="list-style-type: none"> Millennials and Gen Z travellers are frequent mobile users and prefer the digital booking experience. The increased digitalisation of different ticket types may increase customer satisfaction. 	<p>compared to younger cohorts) remain digitally excluded, it may be difficult for them to adjust to the new changes.⁸² Health problems like arthritis, poor eyesight and memory loss can make it more difficult for the elderly to navigate a smartphone.⁸³</p> <p>Inconvenience</p> <ul style="list-style-type: none"> Age UK found that those 65 years and older deem public transport inconvenient and does not suit their needs.⁸⁴ The potential reduction in facility availability, as well as station

⁸¹International Journal of Environmental Research and Public Health (2015) [Travel Behavior Change in Older Travelers: Understanding Critical Reactions to Incidents Encountered in Public Transport](#)

⁸²Age UK (2016) [Age UK launches Age-friendly banking report](#)

⁸³Age Co (2021) [The Best Mobile Phones for the Elderly](#)

⁸⁴ International Longevity Centre UK (2015) [The Future of Transport in an Ageing Society](#)

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AGE	
Positive impacts	Negative impacts
	<p>colleagues, has the potential to further disincentivise elderly customers from Northern services.</p> <p>Payment method exclusion</p> <ul style="list-style-type: none"> • For customers whose preference is to pay with cash, the elimination of cash as a payment method at stations via the ticket offices may exclude the elderly from accessing public transport.⁸⁵

⁸⁵ Bank of England (2022) [Knocked down during lockdown: the return of cash](#)



7.5 Disability

OVERVIEW & STATIONS MOST IMPACTED: Blackpool (25.1%), Sunderland (23.5%) and Hartlepool (17.9%) have the largest disabled populations in the affected boroughs. Three stations are located in these boroughs – Blackpool North, Sunderland and Hartlepool – all of which have an A Accessibility Category. 10% of hate crimes in the affected boroughs are disability related, however these boroughs have lower levels of overall hate crime. No correlation between the proportion of disabled population and disability related hate crimes was identified.

Across the UK, people with a disability were slightly more likely to have experienced crime (14%) than people who did not have a disability (13%). This is due to the perceived vulnerability of this cohort of people.⁸⁶

Trafford (16%), Leeds (16.7%) and Cheshire East (17%) have the smallest disabled populations. 18 stations are situated in these boroughs: Alderley Edge, Congleton, Cross Gates Yorks, Disley, Garforth, Guiseley, Handforth, Holmes Chapel, Horsforth, Knutsford, Leeds, New Pudsey, Poynton, Sandbach, Wilmslow (and Leeds Travel Centre).

Nearly half of the affected stations have a B accessibility category, meaning that accessibility is limited to varying degrees.

⁸⁶ Office for National Statistics (2020) [Crime in England and Wales: year ending March 2020](#)





DISABILITY	
Positive impacts	Negative impacts
<p>Improved customer experience</p> <ul style="list-style-type: none"> Disabled people continue to report receiving inadequate or inappropriate service across the UK transport network. DfT found evidence that disability training to existing colleagues could improve the service experience for disabled customers.⁸⁷ Northern plan to enhance its disability training included in the Journey Maker programme and for other station staff. As such, the new training programme will upskill Journey Maker colleagues and improve the overall customer experience for those with a disability. 	<p>Passenger Assistance capacity</p> <ul style="list-style-type: none"> 69% of PA bookings are at stations where there will be a revolving Journey Maker presence. Journey Makers will be at a station for an average of 29 hours per week compared to 73 hours currently staffed by Ticket Office colleagues. <p>Safety concerns</p> <ul style="list-style-type: none"> Disabled people are at greater risk of incidents of abuse and unwanted sexual behaviours; in recent years, there has been a 43% increase in the number of disability-

⁸⁷ [Written evidence submitted by the Department for Transport \(ATL0061\)](#)



DISABILITY

Positive impacts

- A North Somerset Council study stated that approximately 3.5% of the UK population are visually impaired.⁸⁸ With the introduction of the tablets used by the Journey Maker colleagues, this enables an audio function which may assist customers with visual impairments.
- Similarly, according to the UK Government, 11 million people in the UK population have a hearing impairment.⁸⁹ The tablets used by Journey Maker colleagues will include a subtitle function which may make instructions

Negative impacts

- related hate crimes.⁹⁰ The lack of colleagues presence may increase personal security and safety concerns when travelling.
- Poor facilities for the visually impaired**
- 49% of train stations in Great Britain have either no or only partial tactile surfaces on operational platforms.⁹¹ This means visually impaired customers who cannot navigate stations independently may currently rely on station colleagues to support their journey

⁸⁸ North Somerset Council (2020) [Sensory impairment](#)

⁸⁹ UK Health Security Agency (2019) [Health Matters: Hearing loss across the life course](#)

⁹⁰ [Home Office \(2022\) Hate crime, England and Wales, 2021 to 2022](#)

⁹¹ The Transport Network (2021) [Government and rail industry must act on tactile surfaces to save lives](#)

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DISABILITY	
Positive impacts	Negative impacts
<p>and directions more accessible for people with this disability.</p> <ul style="list-style-type: none"> At stations that have high footfall, Northern plans to introduce additional wayfinding. <p>Journey Maker visibility</p> <ul style="list-style-type: none"> Presence of staff on the station (rather than in the ticket office) may increase the perception of customer support and safety on the station platform. 	<p>around the station. A reduction in colleagues members may adversely impact them.</p> <ul style="list-style-type: none"> 40% of visually impaired customers were not able to make all the journeys they wanted or needed to make.⁹² The stations staffing hours are decreasing resulting in less access to station staff for the visually impaired, which may increase the number of visually impaired customers who are not able to make the journeys they want. <p>Turn up and Go assistance</p> <ul style="list-style-type: none"> Over a third of disabled rail passengers in Great Britain do not book book assistance in advance.⁹³ Instead, passengers tend to

⁹² RNIB (2021) [Key statistics about sight loss](#)

⁹³ GOV.UK (2019) [Research on experiences of disabled rail passengers: summary](#)

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DISABILITY	
Positive impacts	Negative impacts
	<p>depend on colleagues at stations for assistance. A reduction in the number of colleagues to meet this on-the-spot support request has the potential to negatively impact the travel experience of those disabled people who do not book passenger assistance in advance.</p> <p>Poor accessibility</p> <ul style="list-style-type: none"> • Wheelchair users may not find some of the TVMs accessible, given the screens are above seated level. In the absence of Ticket Offices, this may impact on their ability to purchase tickets independently. • Stations that have barrow crossings (i.e., a designated point for individuals to cross the tracks between the platforms) as part of their infrastructure reduce the accessibility of the



DISABILITY	
Positive impacts	Negative impacts
	station for disabled people. At stations that are not staffed, the platform may not be accessible during this time. This may negatively impact the travel experience for disabled people.



7.6 Gender reassignment

OVERVIEW & STATIONS MOST IMPACTED: The levels of gender reassignment are low across the affected boroughs, with most residents identifying with the same sex as registered at birth. Manchester has the most diverse population in this regard, however, those that identify as transgender or non-binary is less than 1% of the total population here (7.3% of the population did not respond). There are 8 stations in this borough – Burnage, Deansgate, East Didsbury, Gorton, Levenshulme, Mauldeth Road, Manchester Oxford Road, and Manchester Victoria. Boroughs such as South Ribble, Fylde and Northumberland have the least variation, with over 95% of the population identifying as the same sex as registered at birth (and nearly 5% of the population did not respond). There are 6 stations located in these 3 boroughs – Kirkham & Wesham, Leyland, St Annes-On-The-Sea, Hexham, Morpeth and Alnmouth. Note that these figures do not equate to 100% as a percentage of people did not answer the census question.

Individuals whose gender identity is different from their sex registered at birth (trans or transgender), were significantly more likely to have been a victim of crime in 2020. More than 1 in 4 people who were trans (28%) had experienced crime compared with 14% of those whose gender identity is the same as the sex they were registered at birth (cisgender).

Transgender hate crimes account for 3% of all hate crimes in the affected boroughs. Whilst this is the smallest proportion of reported hate crime here, transgender related hate crimes have increased in recent years. Greater Manchester police force area – Bolton, Manchester, Oldham,



7.6 Gender reassignment

Rochdale, Salford, Stockport, Tameside, Trafford, and Wigan – where 41 stations are located, experiences the highest level of overall and transgender related hate crime.



GENDER REASSIGNMENT	
Positive impacts	Negative impacts
<p>Journey Maker visibility</p> <ul style="list-style-type: none"> • Presence of staff on the station (rather than in the ticket office) may increase the perception of security on the station platform. • The addition of body cameras and local microphones on Journey Maker colleagues will allow them to monitor situations where customers may require assistance. 	<p>Hate crimes</p> <ul style="list-style-type: none"> • There has been a 56% increase in the number of transgender hate crimes in recent years.⁹⁴ The presence of colleagues at stations has been identified as an important variable regarding the perception of safety.⁹⁵ The reduction in colleague numbers and thus colleague presence may decrease trans customers' perception of personal security and safety.

⁹⁴ [Home Office \(2022\) Hate crime, England and Wales, 2021 to 2022](#)

⁹⁵ Pownall, E. (2022) [Women & Non-Binary People's perceptions of Safety whilst traveling via rail in Britain](#)

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7.7 Marriage and Civil Partnership

OVERVIEW & STATIONS MOST IMPACTED: Tameside (7.1%), Knowsley (7%) and Sunderland (6.9%) have the greatest number of same-sex marriages. 6 stations are situated in Tameside (Ashton-Under-Lyne, Broadbottom, Hattersley, Newton For Hyde, Guide Bridge and Mossley (Manchester)), 5 in Knowsley (Halewood, Huyton, Prescott, Roby and Whiston) and 1 in Sunderland (Sunderland station). Same-sex marriages accounted for at least 1.5% of all marriages in the affected boroughs. Data on this topic was not available for all the boroughs.

Positive impacts

Increased safety features

20% of LGBTQ+ community have experienced a hate crime or incident because of their sexual orientation and/or gender identity in 2017.⁹⁶

- Presence of staff on the station (rather than in the ticket office) may increase the perception of security on the station platform.

Negative impacts

Decreased perceptions of safety

- 66% of people in same-sex marriages felt unable to operate freely in society due to fear of experiencing discrimination or harassment. The reduction in colleague numbers and thus colleague presence may decrease same-sex customers' perception of personal security and safety.

⁹⁶ The Independent (2017) [Attacks on LGBT people surge almost 80% in UK over last four years](#)



7.7 Marriage and Civil Partnership

- The addition of body worn cameras and local microphones on Journey Maker colleagues will allow them to monitor situations where customers may require assistance.



7.8 Race

OVERVIEW & STATIONS MOST IMPACTED: Blackburn with Darwen (35.7%) and Bradford (32.1%) have the largest Asian populations, as well as the smallest White populations (60.4% and 61.1% respectively) of all the affected boroughs. 1 station is situated in Blackburn (Blackburn station), whereas 7 are situated in Bradford (Bingley, Bradford Forster Square, Bradford Interchange, Ilkley, Keighley, Menston, and Shipley).

Manchester (11.9%) has the greatest Black population at over 5% (Salford having the next biggest Black population at 6.1%), as well as the greatest Mixed (5.3%) and Other (5.1%) ethnicity populations. It is the most diverse borough, with a White population of 56.8%, the lowest of all the affected boroughs. 8 stations are situated in Manchester – Burnage, Deansgate, East Didsbury, Gorton, Levenshulme, Manchester Oxford Road, Manchester Victoria and Mauldeth Road. In all the other boroughs, the proportion of those of Mixed and Other ethnicities is equal to or less than 3.8% and 3.3% respectively.

Redcar and Cleveland have the greatest White population (97.7%). Only one station is located here, Redcar Central station. In Bassetlaw, East Riding of Yorkshire, High Peak, Northumberland and Wyre, the White population accounts for at least 97% of the total population, illustrating the lack of ethnic diversity in these areas. There are 16 stations located in these boroughs: Alnmouth,



7.8 Race

Beverley, Bridlington, Buxton, Dinting, Driffield, Glossop, Goole, Hadfield, Hexham, Morpeth, New Mills Central, New Mills Newtown, Poulton-Le-Fylde, Whaley Bridge and Worksop.

The most diverse boroughs include but are not limited to Leeds, Liverpool, Oldham, Stockport, and Tameside. 34 stations are situated in these boroughs. 6 stations (and the Travel Centre) are in Leeds (Cross Gate Yorks, Garforth, Guiseley, Horsforth, New Pudsey and Leeds), 6 are in Liverpool (Broad Green, Edge Hill Liverpool, Liverpool Lime Street, Mossley Hill, Wavertree Technology Park, West Allerton), 1 station is in Oldham (Greenfield), 14 are in Stockport (Bramhall, Bredbury, Brinnington, Cheadle Hulme, Davenport, Gatley, Hazel Grove, Heaton Chapel, Heald Green, Marple, Reddish North, Romiley, Rose Hill (Marple), and Woodsmore) and 6 are in Tameside (Ashton-Under-Lyne, Broadbottom, Guide Bridge, Hattersley, Mossley (Manchester) and Newton For Hyde).

Race was the prime motivating factor for hate crime, accounting for 65% of all hate crime in the affected boroughs. Greater Manchester police force area – Bolton, Manchester, Oldham, Rochdale, Salford, Stockport, Tameside, Trafford, and Wigan – had the greatest number of overall crimes, as well as the highest proportion of race related hate crime. These boroughs have some of the most ethnically diverse populations of all the affected boroughs. 41 stations are situated in these boroughs, over a quarter of all the affected stations, and they may be



7.8 Race	
susceptible to high rates of racial hate crime, especially with a perceived lower presence of colleagues.	
Positive impacts	Negative impacts
<p>Increased perception of safety</p> <p>Ethnic minorities are more dependent on public transport; In 2020, 16% of the distance travelled by Black people were on overground rail, the highest percentage out of all ethnic groups. The lowest percentage was for White people (9%).⁹⁷</p> <ul style="list-style-type: none"> • Presence of staff on the station (rather than in the ticket office) may increase the perception of security on the station platform. 	<p>Hate crimes</p> <ul style="list-style-type: none"> • Unstaffed stations without additional infrastructure mitigations could represent an increased risk to passenger safety. • The reduction in colleague numbers and thus colleague presence may decrease customers perception of personal security and safety.

⁹⁷ UK.GOV (2020) [Travel by distance, trips, type of transport and purpose](#)

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7.8 Race

- The addition of body cameras and local microphones on Journey Maker colleagues will allow them to monitor situations where customers may require assistance.

Improved communication with customers

- The Journey Maker training upskills employees and teaches them ways to work with people who do not have English as their first language.
- Devices and tablets used in the Journey Maker role have easy access to Google translate, making it easier for customers who do not have English as their first language to interact with the colleagues and ask for assistance.



7.9 Pregnancy & Maternity

OVERVIEW & STATIONS MOST IMPACTED: On average, the Total Fertility Rate (TFR) of all the affected boroughs (1.62) is higher than the national rate (1.55). This is applicable to 69% of the affected boroughs, indicating that women on average have more live children in the North of England. Oldham has the highest TFR at 1.93, and Leeds had the greatest number of live births (8784) of any borough. 6 stations (and the Travel Centre) are in Leeds (Cross Gate Yorks, Garforth, Guiseley, Horsforth, New Pudsey and Leeds), and 1 station is in Oldham (Greenfield).

Positive impacts

Increased assistance

- Pregnant customers or those with maternity responsibilities might benefit from the presence of a visible colleagues at stations. For example, they could use the Journey Maker for help and assistance when required (e.g., boarding and alighting

Negative impacts

- Pregnant women may have restricted movement and might need support from colleagues in case of emergencies. Commuting to work can be a major source of stress and anxiety for pregnant women 98. Pregnant women often make adjustments to their commute, such as traveling outside peak times.99 If colleagues are not available during

⁹⁸Journal of Transport & Health (2022) [Pregnancy and commuting on public transport](#)

⁹⁹ O'Ticket Officeole, S. E. and Christie, N. (2021) [Pregnancy and commuting on public transport](#)

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7.9 Pregnancy & Maternity

the train, carrying buggies, help on the stairs and around the station).

- Visible presence of staff on the station (rather than in the ticket office) may increase the perception of security on the station platform.

these hours, pregnant women may feel excluded from Northern's services.

- The reduction in colleague numbers and thus colleague presence may decrease customers perception of personal security and safety.
- 60% of impacted stations are Category B and C stations which have step free access and may increase pregnant womens' difficulties in moving around the station, as well as mothers that may be travelling with childrens' buggies and strollers. The reduction in staffing hours at stations may negatively impact customers with this protected characteristic, in particular for any 'turn up and go' requests.



7.10 Religion or Belief

OVERVIEW & STATIONS MOST IMPACTED: On average, there are a greater proportion of Christians in the affected boroughs (49.1%) than the national average (46.3%). Knowsley (66.6%) has the great proportion of Christians, with another 32% declaring that didn't have a religion or was not stated. 5 stations are in this borough: Halewood, Huyton, Prescot, Roby and Whiston. All other religions only accounted for 0.18% here. Wigan (62.8%), St. Helens (62.3%), and South Ribble (61.8%) also had large Christian populations. Stations (14) in these boroughs include: Atherton, Hag Fold, Hindley, Wigan Wallgate, Earliestown, Eccleston Park, Garswood, Lea Green, Newton-Le-Willows, Rainhill, St Helens Central, Parbold, and Leyland.

In all boroughs, Buddhists account for less than 1% of the total populations. Manchester has the biggest Buddhist population at 0.58%. 8 stations are situated in Manchester – Burnage, Deansgate, East Didsbury, Gorton, Levenshulme, Manchester Oxford Road, Manchester Victoria and Mauldeth Road. Bolton and Tameside have the greatest Hindu populations (2% and 1.9% respectively), with nearly all other boroughs having very small Hindu communities (less than 1%) except for Leeds (1.14%), Manchester (1.1%) and Tameside (1.3%). 5 stations are in Bolton – Bolton, Bromley Cross, Daisy Hill, Farnworth, and Lostock Parkway – and 6 stations are in Tameside – Ashton-Under-Lyne, Broadbottom, Hattersley, Newton For Hyde, Guide Bridge and Mossley (Manchester). Salford has the biggest Jewish community (3.8%), with Jewish populations in all other boroughs accounting for less than 1% of the population, except for Trafford (1.02%). 5 stations are in Salford – Eccles, Salford Central, Salford Crescent, Swinton (Greater Manchester)



and Walkden. All four of these boroughs are grouped in the Greater Manchester police force area, which has the highest overall and religion related hate crime of the affected boroughs. Religion hate crimes account for 6% of all hate crimes in the affected boroughs.

Blackburn with Darwen (35%) and Bradford (30.5%) have the largest Muslim populations. Blackburn station is the only station located in Blackburn with Darwen, and 7 stations are located in Bradford (Bingley, Bradford Forster Square, Bradford Interchange, Ilkley, Keighley, Menston, and Shipley). With the exceptions of Bolton (19.9%), Burnley (14%), Hyndburn (14.6%), Manchester (22.3%), Oldham (24.4%), Rochdale (18.8%) and Sheffield (10.3%), all other boroughs had small Muslim populations (accounting for less than 10% of the total population). Leeds has the biggest Sikh population (1.2%), with Sikhs accounting for less than 1% in all other boroughs.

The Buddhist, Hindu, Jewish, and Sikh communities are smaller in the affected boroughs than the national averages. Here, the Christian and Muslim communities are greater than the national averages. Staff data on religion was not available

Positive impacts	Negative impacts
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Increased perception of safety

- Visible presence of staff on the station (rather than in the ticket office) may increase the perception of security on the station platform.
- The addition of body worn cameras and local microphones on Journey Maker colleagues may act as a deterrent to any abusive, violent or hateful behaviour.

Hate crimes

- Public transport has been identified as a common place for religious hate crime. For example, Sikhs and Muslims who wear visible religious iconography, markers or clothing are most likely to experience verbal and physical abuse and discrimination, e.g., women wearing hijabs.^{100&101} With the Journey Makers' reduced hours at each station in comparison to Ticket Office colleagues, these communities may feel less safe.
- The reduction in colleague numbers and thus colleague presence may decrease customers perception of personal security and safety.

¹⁰⁰ The Guardian (2016) [What is your experience of being a Sikh in the UK?](#)

¹⁰¹ The Independent (2021) [‘There is no safe space to be myself’: The Muslim women targeted for their beliefs](#)





7.11 Sex

OVERVIEW & STATIONS MOST IMPACTED: The male and female populations in the affected boroughs are in line with national averages (49% male vs 51% female).

Knowsley has the lowest mean gender pay gap (0.80) and the highest female population (52.2%), indicating a positive correlation between the percentage of females and pay disparity. 5 stations are situated here – Halewood, Huyton, Prescot, Roby and Whiston. However, this trend is not positively correlated across the affected boroughs. Hyndburn has the greatest gender pay gap (30.4), but population breakdown aligned to the national average.

In England and Wales, a total of 40,572 women were victims of sexual assault in 2021, an increase of 13% from the previous year. This is the highest number of sexual offences ever recorded within a 12-month period. Police statistics do not report the gender of the attacker in sexual assault offences.¹⁰²

Positive impacts	Negative impacts
Increased perception of safety	Safety concerns

¹⁰² BBC (2022) [How many violent attacks and sexual assaults on women are there?](#)



7.11 Sex

- | | |
|--|--|
| <ul style="list-style-type: none">Nearly half of women in Britain feel less safe using public transport on their own, especially after dark.^{103&104} However, the increased presence of colleagues on the trains and at the stations when Journey Makers are roaming from station to station could improve their perceptions of safety.¹⁰⁵ The presence of Journey Makers could help ease women's safety concerns about travelling, particularly alone or after dark. | <ul style="list-style-type: none">60% of women and non-binary people have experienced a situation where they were felt uncomfortable due to their gender or physical appearance whilst travelling via rail.¹⁰⁶ Women typically feel less safe than men while travelling but are more likely to notice enhancements in transit safety measures and feel safer as a result.¹⁰⁷ Staffed stations provide increased feelings on safety and |
|--|--|

¹⁰³ Office for National Statistics (2022) [Perceptions of personal safety and experiences of harassment, Great Britain](#)

¹⁰⁴ Jones, I. (2022) [Nearly half of women 'feel unsafe using public transport alone after dark'](#)

¹⁰⁵ Pownall, E. (2022) [Women & Non-Binary People's perceptions of Safety whilst traveling via rail in Britain](#)

¹⁰⁶ Jones, I. (2022) [Nearly half of women 'feel unsafe using public transport alone after dark'](#)

¹⁰⁷ Wallace, R.R., Rodriguez, D.A., White, C. and Levine, J. (1999) [Who Noticed, Who Cares? Passenger Reactions to Transit Safety Measures](#)



7.11 Sex

- | | |
|---|---|
| <ul style="list-style-type: none">• Visible presence of staff on the station (rather than in the ticket office) may increase the perception of security on the station platform.• The addition of body cameras and local microphones on Journey Maker colleagues will allow them to monitor situations where customers may require assistance. | <p>comfort, and thus the reduced colleague presence may threaten this.¹⁰⁸</p> <ul style="list-style-type: none">• In response to surveys, women noted that they wanted staffed stations, good lighting and visibility, CCTV cameras, and more and better trained colleagues on trains, especially at non-peak times.¹⁰⁹• The reduction in colleague numbers and thus colleague presence may decrease customers perception of personal security and safety. |
|---|---|

¹⁰⁸ Imperial News (2020) [Women 10% more likely than men to report feeling unsafe on city public transport](#)

¹⁰⁹ DfT (2012) [Transport for Everyone: an action plan to promote equality](#)

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7.12 Sexual Orientation

OVERVIEW & STATIONS MOST IMPACTED: The affected boroughs have a marginally greater Straight or Heterosexual population (90.1%) and Gay or Lesbian (1.6%) population than the national averages (89.4% and 1.54% respectively). Blackpool, Manchester, and Salford have the biggest Gay or Lesbian populations (3.3%). 14 stations are located here: 1 in Blackpool (Blackpool North), 8 in Manchester (Burnage, Deansgate, East Disbury, Gorton, Levenshulme, Mauldeth Road, Manchester Oxford Road, Manchester Victoria) and 5 in Salford (Eccles, Salford Central, Salford Crescent, Swinton (Greater Manchester) and Walkden). The proportion of Bisexual, Pansexual and Asexual populations were marginally lower the national averages, however, the size of the Queer population was aligned to this. Manchester is the most diverse of all the affected boroughs.

Sexual orientation hate crime accounts for 17% of all hate crime in the affected boroughs. Manchester and Salford, both part of the Greater Manchester police force area, have the greatest number of overall hate crimes as well as sexual orientation hate crimes. Stations in such boroughs may experience higher rates of sexual orientation hate crimes. Across the UK, people who identified as Heterosexual or Straight were less likely to have experienced crime (14%) than



7.12 Sexual Orientation

those who identified as Gay or Lesbian (21%) or those who identified as Bisexual (21%). This is driven by an increase in homophobic harassment crimes due to sexual orientation.¹¹⁰

Positive impacts

Improved perception of safety

- Visible presence of staff on the station (rather than in the ticket office) may increase the perception of security on the station platform.
- The addition of body cameras and local microphones on Journey Maker colleagues may act as a deterrent to any abusive, violent or hateful behaviour.

Negative impacts

Hate crimes

- There has been a 41% increase in sexual orientation hate crimes in 2022.¹¹¹ Waiting at stations is a particular concern for the LGBTQ+ community, who feel vulnerable to crime and fear of crime when travelling. This fear of unsafe travel, coupled with decreased colleagues presence, may result in decreased travel amongst customers with this protected characteristic.

¹¹⁰ ONS (2020) [Crime in England and Wales: year ending March 2020](#)

¹¹¹ [Home Office \(2022\) Hate crime, England and Wales, 2021 to 2022](#)



7.12 Sexual Orientation	
	<ul style="list-style-type: none"> • The reduction in colleague numbers and presence may decrease customers perception of personal security and safety.

8. Case Studies

The case studies aim to identify potential impacts of the Ticket Office Reform Project by sampling the experiences of customers using current ticket offices at Northern’s stations. It is important to note that whilst a number of customers were consulted, these views are solely reflective of the individual(s) and are not reflective of Northern’s total customer base nor of Northern. Collected data was wholly qualitative in nature and is not an in-depth analysis of customer views (as this is the purpose of the public consultation).

Harrogate, Hexham, Manchester Victoria and Meadowhall stations were randomly selected for case studies. Overall, we gathered the views of 69 customers, however the number of respondents varied by station due to station size, footfall, and the time of day the visit took place. Interviews were conducted at various times of the day to incorporate various customer travel patterns, needs and viewpoints, i.e., peak times to talk to commuters and off-peak times to talk to

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those travelling for leisure. Customers were questioned on their ticket purchasing methods, experiences of station facilities and colleagues, and views of the proposed Ticket Office closures.

Whilst a sample of some customers were indifferent to the closure of Ticket Offices, others were opposed to the proposed change, emphasising the need for human interaction in some form throughout their journey. No customer within our interview sample gave a positive response to the proposed Ticket Office closure. Many were complimentary to the sampled station facilities and staff¹¹²

We have reviewed the feedback from the case studies and the positive and negative customer feedback. The impacts identified have been consolidated into [Section 9: Summary of Analysis](#).

Separately, mitigation plans have been developed for all impacted stations. The mitigation approach is set out in [Section 10](#). For the specific stations included in the case study, the station specific impacts are included in [Appendix A](#) and [Appendix C](#) Station Specific mitigations: Links to the relevant station mitigations pages can be found here: Hexham, Harrogate, Manchester Victoria, Meadowhall

¹¹² [Northern Trains \(2023\) Current station feature and facilities: Train Stations | All Stations on Our Network | Northern \(northernrailway.co.uk\)](#)





8.1 Hexham Station

Introduction

Hexham station, Northumberland, in the North East of England had a footfall of 286,802 between April 2021 and March 2022. The station has a B2 accessibility classification, with no lift present. The Ticket office is planned to be closed during Phase 2 of the project. The station has a barrow crossing. When a passenger requires assistance, they can push a button to alert staff. This facility is not available when the Ticket office is closed. The alternative to using the steps is to leave the station, walk further down the road, cross a road and a bridge to the alternative platform, around 600m.

During the visit, we were unable to ask customers around their reasons for using the ticket office, as this was closed due to illness. When the ticket office is closed, footbridge assistance is unavailable. The waiting rooms was closed as this is operated by ticket office staff.



Figure 10: The foot bridge provided at Hexham to change platforms



Figure 11: Shelter Platforms at the station



Figure 12: Signage requesting those passengers who are unable to utilise the footbridge to contact staff



Key observations

- Passengers advised they often approach station staff, when available, for questions about their journey or general queries regarding tickets, platforms and updates on cancellations and delays.



- Where station staff are not available, passengers advised they often seek assistance from café and security staff who could only verbally support given they are not verified to assist with crossings.
- Peak hours for this station are in the morning due to the combination of commuters, sixth form and secondary school students utilising the service.
- The station has a Customer help point and Meeting Point.
- The TVMs were located under a sheltered part of the platform shown in *Figure 13*.

Customer Views

At this station, 13 respondents were spoken to of which the views are summarised:

- ✓ The majority of the respondents either use 'Train Pal', Trainline, the Northern app or TVM to purchase tickets.
- ✓ Respondents commented positively on the cleanliness of the station and the signage so that visitors can find their way.
- ✓ A respondent with a pram finds the accessibility at the station adequate and was not troubled by the extra walk required (via the bridge), as well as finding that usually the staff are present to help her onto the train with the pram.



- ✓ Multiple respondents found that the staff are very helpful and favoured interacting with staff to seek informational assistance from them.
- ✗ A few respondents mentioned that should they need assistance from the Ticket office, they did so due to being unable to purchase a particular type of ticket via the TVM, finding the staff easily accessible, or not having a card to purchase tickets from the TVM .
- ✗ One respondent mentioned struggles with the stairs but prefers not to trouble the staff. He mentioned that there will be a time at which he expects the stairs will become unmanageable.
- ✗ It was observed during the visit that a customer attempted to purchase a 'promise to pay' ticket but the machine did not work.
- ✗ There were several concerns about drunk people on Saturday nights as possible increase in anti-social behaviour at the station if it is fully unstaffed (including graffiti and arson).
- ✗ Multiple respondents reported that they felt it is beneficial to have staff to provide assistance, that it's a shame the staff are being reduced, and that it's important for the company to engage with people and provide information.

Figure 13: Two TVMs sheltered under a platform



Station specific mitigations for Hexham are identified in [Appendix A](#) and [Appendix C](#) Station Specific mitigations ([Hexham](#)).



8.2 Harrogate Station

Introduction

Harrogate station, East of England, in North Yorkshire had a footfall of 1,211,846 between April 2021 and March 2022. The station has an A accessibility classification. The Ticket Office here is proposed to remain. Upon the visit, the station was affected by a signal failure, following the second day of the Great Yorkshire show, and staff were providing information and guidance to passengers who were experiencing delays and cancellations as well as giving directions to the show. The station has a waiting room which appeared to have a high level of cleanliness, with leather sofas, plugs and water refill stations, pictured in *Figure 19*. In addition, the stations had CCTV and lifts to access the bridge to cross platforms as shown in *Figure 14 and Figure 17*

Key observations

- The station receives of numerous accessibility requests from passengers who use wheelchairs, are elderly and are visually impaired.
- During the visit, there were always two people behind the ticket counter, plus around 6 members of staff standing by the ticket gates.



- Staff had noted that the number of commuters using the station had increased but Harrogate also receives people visiting for the day which increases demand to meet accessibility needs and answer questions.
- This station had many respondents that purchased tickets online but multiple respondents seeking assistance with further queries from the Ticket Office staff.
- All the platforms have both lifts and ramps available as well as wheelchairs available upon request (as pictured in *Figure 15 and 14*). There are sheltered TVMs that have touch screens and live video assist on both sides of the platform.



Figure 16: Signage to the



Accessible Toilet

Figure 15: Ramps visible to



assist passengers

Figure 14: Lifts available to



access the platform

Customer Views

At this station 15 respondents were spoken to of which the views are summarised:

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- ✓ Most respondents bought their tickets online either via the Trainline or LNER app or via a TVM. Within this group, people either do not interact with TOs at all or seek assistance regarding queries (e.g., which trains their ticket is valid for and confirm timings of their tickets).
- ✓ Multiple customers were aware of Passenger Assist due to either using it for a relative or a friend. They reported a positive experience with it being easy to navigate with lots of staff ready to help. One respondent reported that Passenger Assist makes her feel more confident about travelling with her relative that requires assistance (see *Figure 18*).
- ✓ Respondents in need of a lift (due to mobility restraints or heavy luggage) reported ease of navigating this station and their only need to interact with staff was for help getting through the wide gates.
- ✓ Multiple respondents mentioned their usage of Trainline for further information regarding train fares and further train time information as oppose to the Ticket Office.
- ✗ Multiple respondents expressed a desire to only pay by cash, while others said they would request aid from their relatives in purchasing an online ticket, therefore, it would still be possible if the Ticket Office were to be closed. While one customer only utilised the Ticket Office this one time due to the need to purchase a 'duo' ticket, they were not certain this was possible via the TVM or online.



- ✘ One respondent complained of a lack of visual cues indicating the ‘wide gate,’ including those with prams or luggage. This resulted in a backlog when they initially attempted to pass through the standard gates.

Figure 17: Directional signage



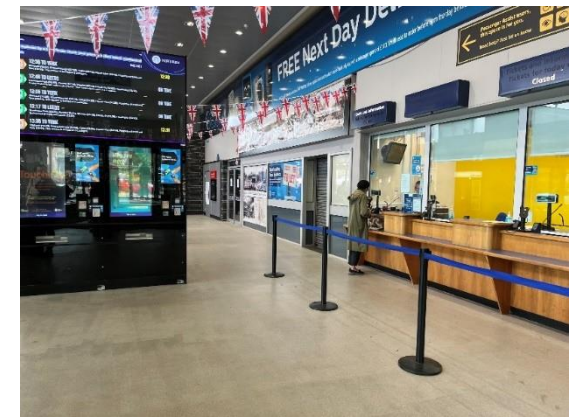
to the footbridge

Figure 19: Waiting room with



water refill, plugs and sofas

Figure 18: Ticket offices and



signage to the Passenger Assist space

Station specific mitigations for Harrogate are identified in [Appendix A](#) and [Appendix C](#) Station Specific mitigations ([Harrogate](#)).

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8.3 Manchester Victoria Station

Introduction

Manchester Victoria Station, Central England had a footfall of 237,100 between April 2021 and March 2022. The station has an A accessibility classification and has step-free access to all platforms. There are sheltered waiting areas on the platforms and all 4 platforms have accessibility ramps to aid any passenger that require assistance onto or from the train, as pictured in *Figure 20*. There are 4 TVMs at the station with accessible-friendly assistance on the hardware as picture in *Figure 21*. There is access to all platforms by lift as shown in *Figure 22*. There is one toilet area in the station (including an accessible toilet), located in the main area of the station near one of the entrances. There is CCTV monitoring throughout the station. A defibrillator is located in the main station area and is locked per protocol.



Figure 20: Several Accessibility



ramps present on platform

Figure 21: Help button with



braille present on the TVM hardware itself

Figure 22: Lift access to



platforms



Key Observations

- The station staff have noted very infrequent Passenger Assist requests, the majority were pre-booked. It was noted many people who travel through the station to/from Manchester Airport who require Passenger Assist services do so to make sure there is sufficient space and seats on the train.
- It was advised TVMs at these stations are typically utilised for collections rather than ticket purchasing (pictured in *Figure 23*). TVMs at this station have an accessibility-friendly assistance / help button on the hardware itself; hence, passengers with visual impairments can also access the services as needed (*pictured in Figure 21*). A number of options - such as video-assist, multi-language information, text-to-speech aid, option to lower the screen etc are available at the TVM.

Customer views

At this station, 25 respondents were spoken to of which the views are summarised:

- ✓ The majority of the respondents interviewed already either purchase online via Trainline or via the TVM. One respondent that had used the TVMs for the first time today found them user friendly and “easy enough.”



- ✓ There were positive reviews of the staff from majority of respondents, with many mentioning them being easy to find and always around to help
- ✓ Multiple respondents mentioned that they were either aware of or had used the Passenger Assist service. The signposting is visible in *Figure 24*.
- ✗ The few respondents that solely utilised Ticket office and physical tickets found that the TVMs are not user friendly, since they do not show all ticket types or routes, they find are inconsistent with Ticket Officer options. Others were concerned that TVMs do not always have cash options, have issues with certain cards, and can not help with issues with railcards and were subsequently concerned about receiving penalty fines in the future if unable to use the Ticket office
- ✗ A minority of respondents mentioned that the staff were difficult to locate and hardly saw them on the platform but were friendly when they interacted with the staff.
- ✗ Multiple respondents mentioned that they found there was a lack of toilets on the platforms.

A respondent mentioned that an alternative communication method about technical disruptions or network issue could be done so through either the website, app or SMS.



Figure 23: TVM



Figure 24: Information centre with PA



Station specific mitigations for Manchester Victoria are identified in [Appendix A](#) and [Appendix C](#) Station Specific mitigations ([Manchester Victoria](#)).

8.4 Meadowhall Station

Introduction

Meadowhall Station, Sheffield, had a footfall of 1,344,910 between April 2021 and March 2022. The Ticket Office here is planned to be closed during Phase 2 of the project. The station has an A accessibility category, with ramps present at every platform and is mobility scooter friendly. The station has one accessible toilet, located in the waiting room (*pictured in Figure 27*), which at the time of the site visit was out of order due to vandalism the previous day.

The accessible toilet and TVMs are located in waiting area on Platform 1.. There is a defibrillator located on Platform 2. The station have CCTV.



Figure 25: Ramp to Platform



Figure 26: Customer Help point



Figure 27: Waiting room in which the accessible toilet and TVMs are located





Key Observations

- Most passengers interviewed expressed opposition to the planned Ticket Office closure and indicated they would want increased staff presence around the station – it would be preferable if it was the Ticket office staff as most passengers would reach out to the Ticket office in case of any help required.
- Braille maps are in progress and will be rolled out soon but are not currently available.
- The accessible toilet located in the waiting room was closed upon visit due to a vandalism that occurred the night before. There is another accessible toilet located slightly further away.

Customer views

At this station, 16 respondents were spoken to of which the views are summarised:

- ✓ Those who utilised the station services more regularly (>4 times a week) tended to be more familiar and confident with the online services in which to purchase tickets. These respondents were more ambivalent regarding the closure of Ticket offices.
- ✓ Multiple respondents expressed their positive views of Meadowhall station, either through a personal experience or an example in which a member of staff has aided another customer



regarding health and safety at the station. One respondent with a physical disability had used the Passenger assist service and was quite satisfied.

- ✓ Multiple respondents mentioned that feelings of safety at the station is directly associated to the presence of the staff.
- ✗ Some respondents noted the lack of clear signage and help points. Difficulty was experienced in navigating to Platforms 3 and 4 as they are located further away from the Ticket office than Platforms 1 and 2. However, some respondents expressed no difficulty with the signage and navigating around the station.
- ✗ Many respondents, irrespective of age, expressed negative views about the Ticket Officer closure and two have signed a petition against it. Respondents regarded staff presence as important for both safety and convenience reasons.
- ✗ Respondents that were older or used the station services less frequently (<1 a week) expressed greater attachment to the in-person services.
- ✗ In regard to the TO closures, there were several concerns raised by respondents regarding those with physical disabilities if there are a lack of staff present to provide assistance



Figure 28: Signage to Platform 3



Figure 29: Braille signage on platform towards the TOs





Figure 30: Information board with train times



Figure 31: Ticket Vending Machine



Station specific mitigations for Meadowhall are identified in [Appendix A](#) and [Appendix C](#) Station Specific mitigations ([Meadowhall](#)).

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9. Summary of Analysis

The following summarises the findings through the lens of the three aims of equality analysis. This provides a synthesis of the overarching impacts of the proposed policy. Checkmarks (✓) denote positive impacts, whereas crosses (✗) denote negative impacts. The approach to mitigations is documented in [Section 10](#), along with supporting Appendices.

Policy sections and elements	PSED Aim 1: Eliminating Unlawful Discrimination	PSED Aim 2: Advancing Equality of Opportunity	PSED Aim 3: Fostering Good Relations
Closure of ticket offices and the introduction of the JM role	✗ Some TVMs may not be accessible for wheelchair users, as the screens are above seated level. This may impact on their ability to purchase tickets and therefore may exclude	✓ The JM tablets will have enhanced accessibility features (e.g., audio function, translation ability), enabling staff to better assist disabled people ✓ Subject to funding proposals, a number of	✓ Some customers (e.g., LGBTQ+, women, ethnic minorities) may feel more comforted by the fact there isn an enhanced station presence on platform when Journey Makers are present.

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	<p>them from rail transport.</p> <ul style="list-style-type: none"> ✘ Some passengers at barrow crossings maybe unable to access platforms if station staff and/or Journey makers are not available to support the request ✘ Some passengers who use “turn up and Go” who have not pre-booked Passenger Assist may experience a decrease in service as ticket office staff or journey makers are not available to support the need 	<p>mitigation activities are planned which will strengthen existing accessibility measures at stations (refer to Appendix A, Appendix C)</p> <ul style="list-style-type: none"> ✓ Additional retail channels will provide customers with more opportunity to purchase tickets away from the Ticket Office, including those who prefer to pay with cash, subject to funding proposals. Third party retailers will in most cases be open for longer than the current ticket office provision (refer to Appendix A, Appendix C) 	<ul style="list-style-type: none"> ✓ Journey Makers will provide an enhanced customer service, when available on the platform
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		<ul style="list-style-type: none">✘ With the removal of the ticket office staff, this may impact on certain groups of customers (e.g., those who are pregnant, mobility-impaired people) who require assistance (e.g., ramps, access to toilets).✘ Some groups (e.g., the elderly) who are more likely to feel digitally excluded, or whose preference is cash as their payment method, may feel dissuaded or excluded from accessing rail transport.✘ There may be decreased perceptions of safety from certain groups (e.g., women, LGBTQ+,	
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		disabled, ethnic minorities, religious minorities) – particularly those who are more vulnerable to hate crimes – due to the reduced hours of staff at stations.	
Policy sections and elements	✓ PSED Aim 1: Eliminating Unlawful Discrimination	✓ PSED Aim 2: Advancing Equality of Opportunity	PSED Aim 3: Fostering Good Relations
Access to station facilities	✓ Subject to funding proposals, a number of mitigation activities are planned which will strengthen existing accessibility measures at some stations (refer to Appendix A , Appendix C)	✓ Subject to funding proposals, a number of mitigation activities are planned which will strengthen existing accessibility measures at some stations (refer to Appendix A , Appendix C). In most cases this will mean facilities are open for longer.	<i>No impacts identified</i>

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	<i>No negative impacts identified</i>	✘ With the reduction of hours where station staff are present, this may impact on some groups' perception of safety	
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10. Mitigation approach

In [Section 7 - Potential Impacts](#) the Equality Analysis identified a number of impacts to the proposed policy examined in this Impact Assessment. Specific stations were sampled in [Section 8 - Case Studies](#) and in [Section 9 - Summary of Analysis](#), a summary of findings are documented through the lens of the three aims of equality analysis.

A public consultation is underway and this Equality Analysis and mitigations will continue to evolve throughout any subsequent funding, delivery, and implementation. In the interim, Northern has identified proposed mitigations to Ticket Office closures in the following way:

Appendix	Purpose	Reference to potential impacts
Appendix A	<p>This section documents the general mitigations that cover a wide range of Northern’s existing and proposed customer offerings but are not specific solely to the proposed changes to ticket offices.</p> <p>They provide business wide enhancements to the Northern customer experience and a number of</p>	<p>The Appendix provides additional mitigation to Section 7 - Potential Impacts identified and Section 9 - Summary of Analysis sections and elements of the Equality Analysis.</p>

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Appendix	Purpose	Reference to potential impacts
	these are complimentary to the specific station mitigations in Appendix C	
Appendix B	This appendix contains the breakdown of the impact on the protected characteristics at each station, alongside the station abbreviation, step free access categorisation and the IMD rank.	The appendix provides visibility on the Protected Characteristics that are disproportionately affected by the station borough are categorised as N (Negative)
Appendix C	<p>This appendix contains 149 specific station dashboards.</p> <p>These dashboards provide a focused view of the affected Protected Characteristics impacted at the specific station (as identified in Section 7 - Potential Impacts, Section 8 - Case Studies, Section 9 - Summary of analysis and the mitigations Northern are proposing for each station.</p>	<p>As detailed in Appendix B, the Protected Characteristics that are disproportionately affected by the station borough are categorised as N (Negative). Those Protected Characteristics that are either neutrally or positively affected by certain initiatives or station infrastructure are categorised as P (Positive)</p> <p>The ratings were implemented by conducting an analysis on the infrastructure of each station and which protected</p>

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Appendix	Purpose	Reference to potential impacts
	<p>Each station dashboard contains a full list of numbered Mitigation references, designed to show how particular mitigations are applied at each impacted station.</p> <p>These numbered references link directly to Appendix D where a full description of the mitigation, and it's rationale is provided.</p> <p>Station Ticket Office Closure Mitigations have been split into two categories (mitigation implemented or planned subject to final consultation) providing transparency on status.</p>	<p>characteristics these features impacted the most. Further station attributes including anti-social behaviour and protected characteristics initiatives were also considered in the analysis.</p>
Appendix D	To provide the reader with a greater understanding of the Station Ticket Office Closure Mitigations in	N/A

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Appendix	Purpose	Reference to potential impacts
	<p>Appendix D, Northern have developed a number of definitions and supporting rationale.</p> <p>These provide a fuller description of the mitigation referenced in Appendix D, and a rationale as to why this is a mitigation in this instance.</p>	

Appendix A - General Improvement Mitigations

These general mitigations cover a wide range of Northern’s existing and proposed customer offerings but are not specific solely to the proposed changes to ticket offices. They provide business wide enhancements to the Northern customer experience and a number of these are complimentary to the specific station mitigations in [Appendix C](#) and provide additional mitigation to [Section 7: Potential Impacts](#), [Section 9: Summary of Analysis](#) and other elements of the Equality Analysis.

Mitigation Title	Mitigation Definition	Mitigation Rationale
Existing Customer Policies	As set out in detail the Section 3: Customer Policies	Emphasis is placed on enabling older and disabled passengers to

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Mitigation Title	Mitigation Definition	Mitigation Rationale
	<p><u>Customer Policies</u> of this report, Northern has committed to provide accessible rail services to all customers and to support the communities in which we operate. We also regularly review and evaluate the impact of our Accessible Travel Policies</p> <ul style="list-style-type: none">• Key offerings for older and disabled customers include:• Assistance at stations and on trains, including when making connections.• Alternative accessible transport in case of inaccessibility at stations or on trains.• Clear, consistent, and up-to-date customer information (in both aural and visual form,	<p>travel with confidence. The provision of services to these customers is embedded in business and project planning, and training is offered to employees to ensure they have the right resources, skills, and confidence to deliver appropriate assistance.</p>

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Mitigation Title	Mitigation Definition	Mitigation Rationale
	<p>shared through ‘Making rail accessible’ leaflet, Customer Experience Centre, Ticket Offices, public address systems on trains and website).</p> <p>Noted in Section 3 in particular relating to the Station facilities are;</p> <ul style="list-style-type: none">• Passenger Assist Facility: Northern provides access to an industry-wide booking assistance platform called Passenger Assist. Customers can use the system at any time to book assistance at stations during their journey and they can also book assistance to board and alight trains.• Accessibility and Inclusivity for All (AlfA): We are improving our stations and the	

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Mitigation Title	Mitigation Definition	Mitigation Rationale
	<p>experience of customers and our people through the Accessibility and Inclusivity for All (AlfA) programmes. Depending upon station survey results (e.g. existing facilities / condition), the following will either be renewed or a new asset installed.</p> <ul style="list-style-type: none">a. PA induction loopsb. Help pointsc. Station mapsd. Braille mapse. Station signage / wayfindingf. Existing toilet upgradeg. New POD installh. Handrails repair / painti. Stair nosings and tactiles – repair / paint	

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Mitigation Title	Mitigation Definition	Mitigation Rationale
	<ul style="list-style-type: none"> j. Seating – repair / paint / replace k. Shelters – repair / paint / replace l. Drop off shelters m. Car park works, repair and reline n. Door mats – repair / replace o. Replace cycle shelter p. Footpath / drop kerb improvements / ramps q. Platform overlays (reducing the distance between the platform and the train) 	
Retail Channels	<p>Retail Channels are set out in section 4.2 Retail Channels</p> <p>Customers will be supported by ‘Journey Makers’ and will have</p>	<p>At the point at which Northern closes the proposed tickets offices, the full range of our products which currently retail in ticket offices will be available digitally therefore</p>

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Mitigation Title	Mitigation Definition	Mitigation Rationale
	access to a range of retail options including the option to purchase tickets with cash.	customers will still have access to purchase products currently sold in Ticket Offices. Customers who prefer to pay in cash can continue to do so.
Conductor	Conductors will continue to perform assistance wherever it is requested by a customer, will retail tickets to customers with Promise to Pay, and will have the benefit of being able to see all booked assistance through the Transreport app. Will also have a live view of TVM status to see where TVMs may be out of use.	This mitigates the risk to Turn Up and Go (TAUG) assistance delivery by ensuring there is always a staff member available to provide support in boarding/alighting the service and mitigates risk of unnecessary penalty fares being issued.
Travel safe officers	Roving team of security staff providing additional security on the network.	Prevents antisocial behaviour on the network and allows us to respond to repeat incident locations. Reduces risk of hate crime when visible on the network.

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Mitigation Title	Mitigation Definition	Mitigation Rationale
Revenue protection officers	Unaffected Train/station-based staff	Will provide visible staff across the network to support customers and deter anti-social behaviours.
Social media (Twitter/Instagram)	Our Social Media teams will support customers throughout proposed changes.	Our social media teams will be briefed to provide additional support for customers as proposed changes come into effect.
Safety campaigns	We will launch/extend safety campaigns related to hate crime and unwanted sexual behaviour.	Provides publicity to drive down rates of crime and anti-social behaviour.
Customer support campaign	Marketing campaign to support customers through the changes being made by the current proposals	Provides guidance for customers who may need additional support in travelling during the early phases of the proposed changes.
Sign-live	British Sign Language (BSL) live translation subscription service.	Will allow for direct communication with primary BSL communicators via the interpreter service using Journey Maker tablet device or smartphone.

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Mitigation Title	Mitigation Definition	Mitigation Rationale
Google Translate – Journey Maker Tablet	Journey Marker Smart Devices will allow for the use of Google Translate to facilitate communication in languages other than English.	Enhances the ability of our Customer Service staff to engage with a wider range of customers.
WhatsApp - automated journey related messaging	A Northern WhatsApp account with Chatbot AI to provide smart device-based journey planning and support for customers.	Mitigates the risk of passengers being unable to find onward accessible transport without the presence of station staff. Allows for human-style interaction which can replicate aspects of customer service support, primarily around journey planning but to be developed further.
RDG Smarter Information and Smarter Journey Programme	An industry wide initiative to improve customer information at various parts of a journey, from booking tickets, to experience on-board the train.	Ensures customer information is more accessible, more useful, and available more consistently, reducing the risk of confusion when travelling and if experiencing disruption.

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NORTHERN

Go do your thing

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Appendix B – Station to Protected Characteristic Mapping

B.1 Affected Protected Characteristics

As outlined in [Section 5 – Methodology](#) the main body of the EQIA Report, the **Protected Characteristics that are disproportionately affected by the station borough** are categorised as N (Negative). Those Protected Characteristics that are either neutrally or positively affected by certain initiatives or station infrastructure are categorised as P (Positive). The ratings were implemented by conducting an analysis on the infrastructure of each station and which protected characteristics these features impacted the most. Further station attributes including anti-social behaviour and protected characteristics initiatives were also considered in the analysis.

Affected protected characteristics	P (Positive impact)	N (Negative impact)
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B.2 Index of Multiple Deprivation

As outlined in [Section 5 - Methodology](#) of the main body of the EQIA Report, an IMD¹¹³ score has been calculated for each borough of the impacted Station, which is captured in the Station

¹¹³ <https://www.gov.uk/government/statistics/english-indices-of-deprivation-2019>

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Mitigation Dashboards. The Index of Multiple Deprivation (IMD) is a measure of relative deprivation for small areas. The IMD scores for each local authority shows the larger the score, the more deprived the area.

B.3 Step Free Access

Each station dashboard has the current step free access rating. The mitigation table will capture whether there are any planned improvements being made to the step free access category at impacted stations.

Step free access	<p>A: Step free access to all platforms via level crossings, lifts, ramps.</p> <p>B1: Step free access to all platforms – may include long or steep ramps. Access between platforms may be via the street.</p> <p>B2: Some step free access to all platforms.</p> <p>B3: Some step free access, may be in one direction only.</p> <p>C: The station has no step free access to any platform.</p>
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B.4 Station to Protected Characteristics mapping output

Station name	Abbreviation	Age	Disability	Sex	Ethnicity	Religion	Sexual Orientation	Pregnancy and Maternity	Gender reassignment	Marriage and Civil Partnerships	Step Free Access	IMD Score
Accrington	ACR	N	N	P	N	N	N	N	N	P	B2	34.333
Adlington (Lancashire)	ADL	N	N	P	P	P	P	N	P	P	B1	16.863
Alderley Edge	ALD	N	N	P	P	P	P	N	P	P	B2	14.475
Alnmouth	ALM	N	N	P	P	P	P	N	P	P	A	22.079
Appleby	APP	P	N	P	P	P	P	N	P	P	B2	#N/A

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Station name	Abbreviation	Age	Disability	Sex	Ethnicity	Religion	Sexual Orientation	Pregnancy and Maternity	Gender reassignment	Marriage and Civil Partnerships	Step Free Access	IMD Score
Ashton-Under-Lyne	AHN	P	N	N	N	N	N	P	N	P	B2	31.374
Atherton	ATN	N	N	P	P	P	P	P	P	P	A	25.713
Barnsley	BNY	N	P	P	P	P	P	P	P	P	A	29.933
Barrow-In-Furness	BIF	N	N	P	N	N	N	N	N	P	A	#N/A
Beverley	BEV	P	P	P	P	P	P	P	P	P	B1	31.335
Bingley	BIY	N	P	P	P	P	P	P	P	P	B2	34.666

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Station name	Abbreviation	Age	Disability	Sex	Ethnicity	Religion	Sexual Orientation	Pregnancy and Maternity	Gender reassignment	Marriage and Civil Partnerships	Step Free Access	IMD Score
Birchwood	BWD	N	N	P	N	N	N	N	N	P	B2	18.942
Blackburn	BBN	N	P	N	P	P	N	N	N	P	A	36.013
Blackpool North	BPN	P	P	P	P	P	P	P	P	P	A	45.039
Bolton	BON	N	N	N	N	N	N	N	N	P	A	30.691
Bradford Forster Square	BQD	N	N	P	P	P	P	P	P	P	A	34.666

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Station name	Abbreviation	Age	Disability	Sex	Ethnicity	Religion	Sexual Orientation	Pregnancy and Maternity	Gender reassignment	Marriage and Civil Partnerships	Step Free Access	IMD Score
Bradford Interchange	BDI	P	P	P	P	P	P	P	P	P	A	34.666
Bramhall	BML	N	N	P	P	P	P	N	P	P	B3	20.826
Bredbury	BDY	N	N	P	P	P	P	N	P	P	C	20.826
Bridlington	BDT	N	P	P	P	P	P	N	P	P	B3	31.335
Brinnington	BNT	N	P	P	N	N	N	P	N	P	C	20.826
Broad Green	BGE	P	P	P	P	P	P	P	P	P	B2	42.412

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Station name	Abbreviation	Age	Disability	Sex	Ethnicity	Religion	Sexual Orientation	Pregnancy and Maternity	Gender reassignment	Marriage and Civil Partnerships	Step Free Access	IMD Score
Broadbottom	BDB	P	P	P	P	P	P	P	P	P	B3	31.374
Bromley Cross	BMC	P	P	P	N	N	P	N	N	P	B2	30.691
Buckshaw Parkway	BSV	N	N	P	P	P	P	N	P	P	A	16.863
Burnage	BNA	P	P	N	N	N	N	P	N	P	B2	40.005
Burnley Central	BNC	N	N	P	P	P	P	N	P	P	A	37.793

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Station name	Abbreviation	Age	Disability	Sex	Ethnicity	Religion	Sexual Orientation	Pregnancy and Maternity	Gender reassignment	Marriage and Civil Partnerships	Step Free Access	IMD Score
Burnley Manchester Road	BYM	N	N	P	P	P	P	N	P	P	B3	37.793
Buxton	BUX	P	N	P	N	N	N	P	N	P	A	15.642
Chassen Road	CSR	P	P	P	P	P	P	P	P	P	B1	16.088
Cheadle Hulme	CHU	P	P	N	N	N	N	P	N	P	B1	20.826
Chorley	CRL	N	N	P	P	P	P	N	P	P	B1	16.863
Congleton	CNG	N	P	P	P	P	P	N	P	P	B1	14.475

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Station name	Abbreviation	Age	Disability	Sex	Ethnicity	Religion	Sexual Orientation	Pregnancy and Maternity	Gender reassignment	Marriage and Civil Partnerships	Step Free Access	IMD Score
Cross Gates Yorks	CGR	P	P	P	N	N	N	P	N	P	B2	27.301
Daisy Hill	DSY	N	N	P	P	P	P	N	P	P	C	30.691
Davenport	DVN	N	N	P	P	P	P	N	P	P	C	20.826
Deansgate	DGT	N	N	P	P	P	P	N	P	P	A	40.005
Dinting	DTG	P	P	P	P	P	P	P	P	P	A	15.642
Disley	DSL	P	P	P	P	P	P	P	P	P	B1	14.475
Driffield	DRF	N	N	P	P	P	P	N	P	P	B2	31.335

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Station name	Abbreviation	Age	Disability	Sex	Ethnicity	Religion	Sexual Orientation	Pregnancy and Maternity	Gender reassignment	Marriage and Civil Partnerships	Step Free Access	IMD Score
Earlestown	ERL	N	N	P	P	P	P	N	P	P	B3	31.518
East Didsbury	EDY	P	P	P	N	N	N	P	N	P	B2	40.005
Eccles	ECC	N	N	P	P	P	P	P	P	P	C	34.210
Eccleston Park	ECL	N	N	P	P	P	P	N	P	P	B2	31.518
Edge Hill Liverpool	EDG	N	N	P	P	P	P	N	P	P	B3	42.412
Farnworth	FNW	P	P	P	P	P	P	P	P	P	B2	30.691
Flixton	FLI	P	P	P	P	P	P	P	P	P	B2	16.088

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Station name	Abbreviation	Age	Disability	Sex	Ethnicity	Religion	Sexual Orientation	Pregnancy and Maternity	Gender reassignment	Marriage and Civil Partnerships	Step Free Access	IMD Score
Garforth	GRF	N	N	P	P	P	P	N	P	P	B3	27.301
Garswood	GSW	N	N	P	P	P	P	N	P	P	B3	31.518
Gatley	GTY	P	P	N	N	N	N	P	N	P	B2	20.826
Glazebrook	GLZ	N	N	P	P	P	P	P	P	P	B3	18.942
Glossop	GLO	P	N	P	N	N	N	P	N	P	A	15.642
Goole	GOO	N	N	P	P	P	P	N	P	P	A	31.335
Gorton	GTO	P	P	P	P	P	P	P	P	P	B1	40.005

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Station name	Abbreviation	Age	Disability	Sex	Ethnicity	Religion	Sexual Orientation	Pregnancy and Maternity	Gender reassignment	Marriage and Civil Partnerships	Step Free Access	IMD Score
Grange-Over-Sands	GOS	P	P	P	P	P	P	P	P	P	A	#N/A
Greenfield	GNF	N	N	P	N	N	N	P	N	P	B3	33.155
Guide Bridge	GUI	P	P	P	P	P	P	P	P	P	B2	31.374
Guiseley	GSY	N	N	P	N	N	N	N	N	P	B2	27.301
Hadfield	HDF	P	P	P	N	N	N	P	N	P	A	15.642
Hag Fold	HGF	P	P	P	P	P	P	P	P	P	B2	25.713
Hale	HAL	P	P	P	N	N	N	P	N	P	B2	16.088

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Station name	Abbreviation	Age	Disability	Sex	Ethnicity	Religion	Sexual Orientation	Pregnancy and Maternity	Gender reassignment	Marriage and Civil Partnerships	Step Free Access	IMD Score
Halewood	HED	P	P	P	N	N	N	P	N	P	B2	43.006
Halifax	HFX	P	N	P	P	P	P	N	P	P	A	26.351
Handforth	HTH	N	N	P	P	P	P	P	P	P	C	14.475
Harrogate	HGT	P	P	P	P	P	P	N	P	P	A	#N/A
Hartlepool	HPL	N	N	P	P	P	P	N	P	P	A	35.037
Hattersley	HTY	N	N	P	N	N	N	P	N	P	C	31.374
Hazel Grove	HAZ	P	P	P	N	N	N	P	N	P	A	20.826
Heald Green	HDG	P	P	P	N	N	N	P	N	P	B2	20.826

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Station name	Abbreviation	Age	Disability	Sex	Ethnicity	Religion	Sexual Orientation	Pregnancy and Maternity	Gender reassignment	Marriage and Civil Partnerships	Step Free Access	IMD Score
Heaton Chapel	HTC	P	P	P	P	P	P	P	P	P	B1	20.826
Hebden Bridge	HBD	N	N	P	P	P	P	N	P	P	A	26.351
Hexham	HEX	N	N	N	P	P	P	N	P	P	B2	22.079
Hindley	HIN	N	N	P	P	P	P	P	P	P	C	25.713
Holmes Chapel	HCH	N	P	P	P	P	P	P	P	P	B2	14.475
Horsforth	HRS	N	N	P	P	P	P	N	P	P	B1	27.301
Hough Green	HGN	P	P	P	N	N	N	P	N	P	B3	32.325

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Station name	Abbreviation	Age	Disability	Sex	Ethnicity	Religion	Sexual Orientation	Pregnancy and Maternity	Gender reassignment	Marriage and Civil Partnerships	Step Free Access	IMD Score
Huyton	HUY	N	N	P	N	N	N	N	N	P	A	43.006
Ilkley	ILK	N	N	P	P	P	P	N	P	P	A	34.666
Keighley	KEI	P	P	P	P	P	P	P	P	P	A	34.666
Kirkham & Wesham	KKM	N	N	P	P	P	P	N	P	P	A	15.875
Knutsford	KNF	P	P	P	P	P	P	P	P	P	B2	14.475
Lea Green	LEG	P	P	P	P	P	P	P	P	P	B2	31.518
Leeds	LDS	N	N	P	P	P	P	P	P	P	A	27.301

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Station name	Abbreviation	Age	Disability	Sex	Ethnicity	Religion	Sexual Orientation	Pregnancy and Maternity	Gender reassignment	Marriage and Civil Partnerships	Step Free Access	IMD Score
Levenshulme	LVM	N	N	P	N	N	N	N	N	P	C	40.005
Leyland	LEY	N	N	P	N	N	N	N	N	P	A	15.330
Littleborough	LTL	P	P	P	P	P	P	P	P	P	B1	34.415
Liverpool Lime Street	LIV	N	N	P	P	P	P	N	P	P	A	42.412
Lostock Parkway	LOT	P	P	P	P	P	P	P	P	P	B1	30.691

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Station name	Abbreviation	Age	Disability	Sex	Ethnicity	Religion	Sexual Orientation	Pregnancy and Maternity	Gender reassignment	Marriage and Civil Partnerships	Step Free Access	IMD Score
Manchester Oxford Road	MCO	N	N	P	P	P	P	N	P	P	A	40.005
Manchester Victoria	MCV	N	N	P	P	P	P	N	P	P	B1	40.005
Marple	MPL	N	N	P	P	P	P	N	P	P	A	20.826
Mauldeth Road	MAU	P	P	P	N	N	N	P	N	P	B2	40.005
Meadowhall	MHS	N	N	P	P	P	P	N	P	P	A	27.060
Menston	MNN	P	P	P	P	P	P	N	P	P	B2	34.666

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Station name	Abbreviation	Age	Disability	Sex	Ethnicity	Religion	Sexual Orientation	Pregnancy and Maternity	Gender reassignment	Marriage and Civil Partnerships	Step Free Access	IMD Score
Mexborough	MEX	N	N	P	P	P	P	N	P	P	A	30.289
Morecambe	MCM	P	P	P	P	P	P	N	P	P	A	24.165
Morpeth	MPT	N	N	P	P	P	P	N	P	P	A	22.079
Mossley (Manchester)	MSL	N	N	P	P	P	P	P	P	P	B3	31.374
Mossley Hill	MSH	N	N	P	P	P	P	N	P	P	C	42.412

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Station name	Abbreviation	Age	Disability	Sex	Ethnicity	Religion	Sexual Orientation	Pregnancy and Maternity	Gender reassignment	Marriage and Civil Partnerships	Step Free Access	IMD Score
New Mills Central	NMC	N	P	P	P	P	P	P	P	P	B3	15.642
New Mills Newtown	NMN	P	P	P	P	P	P	P	P	P	B1	15.642
New Pudsey	NPD	P	P	P	P	P	P	P	P	P	A	27.301
Newton For Hyde	NWN	N	N	P	P	P	P	N	P	P	C	31.374
Newton-Le-Willows	NLW	N	N	P	P	P	P	N	P	P	A	31.518

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Station name	Abbreviation	Age	Disability	Sex	Ethnicity	Religion	Sexual Orientation	Pregnancy and Maternity	Gender reassignment	Marriage and Civil Partnerships	Step Free Access	IMD Score
Northwich	NWI	N	N	P	P	P	P	N	P	P	B3	18.083
Parbold	PBL	P	N	P	P	P	P	N	P	P	B1	18.645
Poulton-Le-Fylde	PFY	P	N	P	P	P	P	N	P	P	A	20.858
Poynton	PYT	P	P	P	P	P	P	P	P	P	B1	14.475
Prescot	PSC	N	N	P	P	P	P	N	P	P	A	43.006
Rainhill	RNH	P	N	P	P	P	P	N	P	P	B2	31.518
Redcar Central	RCC	N	N	P	P	P	P	N	P	P	B1	29.792

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Station name	Abbreviation	Age	Disability	Sex	Ethnicity	Religion	Sexual Orientation	Pregnancy and Maternity	Gender reassignment	Marriage and Civil Partnerships	Step Free Access	IMD Score
Reddish North	RDN	N	N	P	P	P	P	P	P	P	C	20.826
Roby	ROB	N	N	P	P	P	P	P	P	P	A	43.006
Rochdale	RCD	N	N	P	N	N	N	N	N	P	A	34.415
Romiley	RML	N	P	P	P	P	P	N	P	P	B3	20.826
Rose Hill (Marple)	RSH	P	P	P	P	P	P	P	P	P	A	20.826
Rotherham Central	RMC	N	N	P	P	P	P	N	P	P	A	29.550
Salford Central	SFD	N	N	P	P	P	P	N	P	P	B2	34.210

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Station name	Abbreviation	Age	Disability	Sex	Ethnicity	Religion	Sexual Orientation	Pregnancy and Maternity	Gender reassignment	Marriage and Civil Partnerships	Step Free Access	IMD Score
Salford Crescent	SLD	N	N	P	P	P	P	N	P	P	A	34.210
Sandbach	SDB	N	N	P	P	P	P	P	P	P	B3	14.475
Settle	SET	N	N	P	P	P	P	N	P	P	B2	#N/A
Shiopley	SHY	P	N	P	P	P	P	N	P	P	B2	34.666
Skipton	SKI	P	P	P	P	P	P	P	P	P	A	#N/A
St Annes-On-The-Sea	SAS	N	N	P	P	P	P	N	P	P	A	15.875
St Helens Central	SNH	N	N	P	P	P	P	N	P	P	A	31.518

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Station name	Abbreviation	Age	Disability	Sex	Ethnicity	Religion	Sexual Orientation	Pregnancy and Maternity	Gender reassignment	Marriage and Civil Partnerships	Step Free Access	IMD Score
St Helens Junction	SHJ	P	N	P	P	P	P	N	P	P	B3	31.518
Sunderland	SUN	N	N	P	N	N	N	N	N	P	A	30.586
Swinton (Greater Manchester)	SWN	N	N	P	P	P	P	P	P	P	A	34.210
Swinton (Yorks)	SNN	N	N	P	P	P	P	N	P	P	A	29.550
Thatto Heath	THH	P	P	P	P	P	P	P	P	P	B1	31.518

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Station name	Abbreviation	Age	Disability	Sex	Ethnicity	Religion	Sexual Orientation	Pregnancy and Maternity	Gender reassignment	Marriage and Civil Partnerships	Step Free Access	IMD Score
Thorne North	TNN	N	N	P	P	P	P	N	P	P	B3	30.289
Todmorden	TOD	N	N	P	P	P	P	N	P	P	B3	26.351
Ulverston	ULV	P	P	P	N	N	N	P	N	P	B3	#N/A
Urmston	URM	P	P	P	P	P	P	P	P	P	B2	16.088
Walkden	WKD	N	N	P	N	N	N	N	N	P	C	34.210
Warrington Central	WAC	N	N	P	P	P	P	N	P	P	A	18.942
Warrington West	WAW	N	N	P	P	P	P	N	P	P	A	18.942

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Station name	Abbreviation	Age	Disability	Sex	Ethnicity	Religion	Sexual Orientation	Pregnancy and Maternity	Gender reassignment	Marriage and Civil Partnerships	Step Free Access	IMD Score
Wavertree Technology Park	WAV	N	N	P	P	P	P	N	P	P	A	42.412
West Allerton	WSA	N	N	P	P	P	P	N	P	P	C	42.412
Whaley Bridge	WBR	P	P	P	P	P	P	P	P	P	B2	15.642
Whiston	WHN	P	P	P	N	N	N	P	N	P	B2	43.006
Whitehaven	WTH	P	P	P	P	P	P	P	P	P	A	#N/A
Widnes	WID	P	P	P	P	P	P	P	P	P	B1	32.325

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Station name	Abbreviation	Age	Disability	Sex	Ethnicity	Religion	Sexual Orientation	Pregnancy and Maternity	Gender reassignment	Marriage and Civil Partnerships	Step Free Access	IMD Score
Wigan Wallgate	WGW	N	N	P	P	P	P	N	P	P	A	25.713
Wilmslow	WML	P	P	P	N	N	N	P	N	P	A	14.475
Windermere	WDM	P	N	P	P	P	P	N	P	P	A	#N/A
Woodsmoor	WSR	N	N	P	P	P	P	N	P	P	C	20.826
Workington	WKG	N	N	P	P	P	P	N	P	P	C	#N/A
Worksop	WRK	N	N	P	P	P	P	N	P	P	B1	22.588

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Appendix C - Station Mitigation Dashboards

In addition to the Station Environment Improvement Mitigations contained within [Appendix A](#), Northern have developed Station specific dashboards contained within excel files. These dashboards provide a focused view of the mitigations Northern are proposing for that station. To provide the reader with a greater understanding of the Station Ticket Office Closure Mitigations, Northern have developed a number of **definitions and rationale contained within [Appendix D](#)**. Due to the size and scale of the network and stations there are varying types and number of mitigations proposed.

Each station dashboard contains a full list of numbered Mitigation references, designed to show how particular mitigations are applied at each station. These numbered references link directly to [Appendix D](#) where a fuller description of the mitigation, and it's rationale as to why this is a mitigation, is provided. The station specific dashboard should be considered in conjunction with [Appendix A](#). All current station facilities have an existing station page which can be found here: [Train Stations | All Stations on Our Network | Northern \(northernrailway.co.uk\)](https://www.northernrailway.co.uk/train-stations/all-stations)

C.1 Mitigation Categories

In addition, Station Ticket Office Closure Mitigations have been split into two categories (see below), providing transparency on which mitigations are currently implemented and which are planned, subject to final consultation, at the specific station.

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Mitigation Title	Mitigation Definition
Y	Mitigation Implemented
P	Mitigation planned subject to final consultation

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C.2 Station Dashboard Files

The station mitigation dashboards have been split into 15 different excel files. The stations and files are in alphabetical order and contain 15 stations each, with the exception of Station Mitigations File 10 which contains 14.

The table below provides a list of the stations and which file the dashboard can be located in. Each file also has a cover sheet with hyperlinks to allow users to easily locate the dashboards.

Station name	Abbreviation	Excel File Name/Number
Accrington	ACR	Station Mitigations File 1
Adlington (Lancashire)	ADL	Station Mitigations File 1
Alderley Edge	ALD	Station Mitigations File 1
Alnmouth	ALM	Station Mitigations File 1
Appleby	APP	Station Mitigations File 1
Ashton-Under-Lyne	AHN	Station Mitigations File 1

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Station name	Abbreviation	Excel File Name/Number
Atherton	ATN	Station Mitigations File 1
Barnsley	BNY	Station Mitigations File 1
Barrow-In-Furness	BIF	Station Mitigations File 1
Beverley	BEV	Station Mitigations File 1
Bingley	BIY	Station Mitigations File 1
Birchwood	BWD	Station Mitigations File 1
Blackburn	BBN	Station Mitigations File 1
Blackpool North	BPN	Station Mitigations File 1
Bolton	BON	Station Mitigations File 1
Bradford Forster Square	BQD	Station Mitigations File 2
Bradford Interchange	BDI	Station Mitigations File 2
Bramhall	BML	Station Mitigations File 2

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Station name	Abbreviation	Excel File Name/Number
Bredbury	BDY	Station Mitigations File 2
Bridlington	BDT	Station Mitigations File 2
Brinnington	BNT	Station Mitigations File 2
Broad Green	BGE	Station Mitigations File 2
Broadbottom	BDB	Station Mitigations File 2
Bromley Cross	BMC	Station Mitigations File 2
Buckshaw Parkway	BSV	Station Mitigations File 2
Burnage	BNA	Station Mitigations File 2
Burnley Central	BNC	Station Mitigations File 2
Burnley Manchester Road	BYM	Station Mitigations File 2
Buxton	BUX	Station Mitigations File 2
Chassen Road	CSR	Station Mitigations File 2

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Station name	Abbreviation	Excel File Name/Number
Cheadle Hulme	CHU	Station Mitigations File 3
Chorley	CRL	Station Mitigations File 3
Congleton	CNG	Station Mitigations File 3
Cross Gates Yorks	CGR	Station Mitigations File 3
Daisy Hill	DSY	Station Mitigations File 3
Davenport	DVN	Station Mitigations File 3
Deansgate	DGT	Station Mitigations File 3
Dinting	DTG	Station Mitigations File 3
Disley	DSL	Station Mitigations File 3
Driffield	DRF	Station Mitigations File 3
Earlestown	ERL	Station Mitigations File 3
East Didsbury	EDY	Station Mitigations File 3

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Station name	Abbreviation	Excel File Name/Number
Eccles	ECC	Station Mitigations File 3
Eccleston Park	ECL	Station Mitigations File 3
Edge Hill Liverpool	EDG	Station Mitigations File 3
Farnworth	FNW	Station Mitigations File 4
Flixton	FLI	Station Mitigations File 4
Garforth	GRF	Station Mitigations File 4
Garswood	GSW	Station Mitigations File 4
Gatley	GTY	Station Mitigations File 4
Glazebrook	GLZ	Station Mitigations File 4
Glossop	GLO	Station Mitigations File 4
Goole	GOO	Station Mitigations File 4
Gorton	GTO	Station Mitigations File 4

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Station name	Abbreviation	Excel File Name/Number
Grange-Over-Sands	GOS	Station Mitigations File 4
Greenfield	GNF	Station Mitigations File 4
Guide Bridge	GUI	Station Mitigations File 4
Guiseley	GSY	Station Mitigations File 4
Hadfield	HDF	Station Mitigations File 4
Hag Fold	HGF	Station Mitigations File 4
Hale	HAL	Station Mitigations File 5
Halewood	HED	Station Mitigations File 5
Halifax	HFX	Station Mitigations File 5
Handforth	HTH	Station Mitigations File 5
Harrogate	HGT	Station Mitigations File 5
Hartlepool	HPL	Station Mitigations File 5

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Station name	Abbreviation	Excel File Name/Number
Hattersley	HTY	Station Mitigations File 5
Hazel Grove	HAZ	Station Mitigations File 5
Heald Green	HDG	Station Mitigations File 5
Heaton Chapel	HTC	Station Mitigations File 5
Hebden Bridge	HBD	Station Mitigations File 5
Hexham	HEX	Station Mitigations File 5
Hindley	HIN	Station Mitigations File 5
Holmes Chapel	HCH	Station Mitigations File 5
Horsforth	HRS	Station Mitigations File 5
Hough Green	HGN	Station Mitigations File 6
Huyton	HUY	Station Mitigations File 6
Ilkley	ILK	Station Mitigations File 6

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Station name	Abbreviation	Excel File Name/Number
Keighley	KEI	Station Mitigations File 6
Kirkham & Wesham	KKM	Station Mitigations File 6
Knutsford	KNF	Station Mitigations File 6
Lea Green	LEG	Station Mitigations File 6
Leeds	LDS	Station Mitigations File 6
Levenshulme	LVM	Station Mitigations File 6
Leyland	LEY	Station Mitigations File 6
Littleborough	LTL	Station Mitigations File 6
Liverpool Lime Street	LIV	Station Mitigations File 6
Lostock Parkway	LOT	Station Mitigations File 6
Manchester Oxford Road	MCO	Station Mitigations File 6
Manchester Victoria	MCV	Station Mitigations File 6

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Station name	Abbreviation	Excel File Name/Number
Marple	MPL	Station Mitigations File 7
Mauldeth Road	MAU	Station Mitigations File 7
Meadowhall	MHS	Station Mitigations File 7
Menston	MNN	Station Mitigations File 7
Mexborough	MEX	Station Mitigations File 7
Morecambe	MCM	Station Mitigations File 7
Morpeth	MPT	Station Mitigations File 7
Mossley (Manchester)	MSL	Station Mitigations File 7
Mossley Hill	MSH	Station Mitigations File 7
New Mills Central	NMC	Station Mitigations File 7
New Mills Newtown	NMN	Station Mitigations File 7
New Pudsey	NPD	Station Mitigations File 7

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Station name	Abbreviation	Excel File Name/Number
Newton For Hyde	NWN	Station Mitigations File 7
Newton-Le-Willows	NLW	Station Mitigations File 7
Northwich	NWI	Station Mitigations File 7
Parbold	PBL	Station Mitigations File 8
Poulton-Le-Fylde	PFY	Station Mitigations File 8
Poynton	PYT	Station Mitigations File 8
Prescot	PSC	Station Mitigations File 8
Rainhill	RNH	Station Mitigations File 8
Redcar Central	RCC	Station Mitigations File 8
Reddish North	RDN	Station Mitigations File 8
Roby	ROB	Station Mitigations File 8
Rochdale	RCD	Station Mitigations File 8

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Station name	Abbreviation	Excel File Name/Number
Romiley	RML	Station Mitigations File 8
Rose Hill (Marple)	RSH	Station Mitigations File 8
Rotherham Central	RMC	Station Mitigations File 8
Salford Central	SFD	Station Mitigations File 8
Salford Crescent	SLD	Station Mitigations File 8
Sandbach	SDB	Station Mitigations File 8
Settle	SET	Station Mitigations File 9
Shiopley	SHY	Station Mitigations File 9
Skipton	SKI	Station Mitigations File 9
St Annes-On-The-Sea	SAS	Station Mitigations File 9
St Helens Central	SNH	Station Mitigations File 9
St Helens Junction	SHJ	Station Mitigations File 9

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Station name	Abbreviation	Excel File Name/Number
Sunderland	SUN	Station Mitigations File 9
Swinton (Greater Manchester)	SWN	Station Mitigations File 9
Swinton (Yorks)	SNN	Station Mitigations File 9
Thatto Heath	THH	Station Mitigations File 9
Thorne North	TNN	Station Mitigations File 9
Todmorden	TOD	Station Mitigations File 9
Ulverston	ULV	Station Mitigations File 9
Urmston	URM	Station Mitigations File 9
Walkden	WKD	Station Mitigations File 9
Warrington Central	WAC	Station Mitigations File 10
Warrington West	WAW	Station Mitigations File 10
Wavertree Technology Park	WAV	Station Mitigations File 10

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Station name	Abbreviation	Excel File Name/Number
West Allerton	WSA	Station Mitigations File 10
Whaley Bridge	WBR	Station Mitigations File 10
Whiston	WHN	Station Mitigations File 10
Whitehaven	WTH	Station Mitigations File 10
Widnes	WID	Station Mitigations File 10
Wigan Wallgate	WGW	Station Mitigations File 10
Wilmslow	WML	Station Mitigations File 10
Windermere	WDM	Station Mitigations File 10
Woodsmoor	WSR	Station Mitigations File 10
Workington	WKG	Station Mitigations File 10
Worksop	WRK	Station Mitigations File 10

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Appendix D - Station Ticket Office Closure Mitigations – Further explanation

The following mitigations all address specific elements of Northern’s customer offer that are affected in some way by the closure of ticket offices on the Northern network. They are wide ranging, and address various aspects of the customer experience, from the purchase of tickets to making a journey and accessing a station.

Mitigation Reference	Mitigation Title	Mitigation Definition	Mitigation Rationale
1	Accessible taxis solution for booked assists (to where a Journey Maker (JM) is available)	Northern will act in accordance with its Accessible Travel Policy and provide accessible taxi transport to accessible stations when required.	Ensures travel remains possible from all locations.
2	Accessible TVMs	Ticket Vending Machines (TVMs) can be utilised to do much more than sell tickets and can become a more	Video assist, multiple language options, braille buttons, and help point provision all mean that the TVM can mitigate against digital exclusion, or any perceived lack of

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		complete customer service option with enhancements.	customer support when stations are unstaffed.
3	Accredited Secure stations	The accreditation recognising that certain Northern stations have elevated levels of security measures in place and are managed in a secure way.	Maintaining these standards will ensure that the risk of crime/anti-social behaviour at Northern locations with the accreditation to remain low.
4	Additional access to customer facilities (i.e., waiting rooms and toilets)	Making station facilities such as toilets and waiting rooms more available by introducing locking mechanisms that no longer require human intervention.	<p>These facilities are part of the safe and comfortable offering that is required for several reasons, from baby changing, urgency issues which may be related to bowel disease or IBS, to staying warm in a waiting room during winter months.</p> <p>Many stations currently have facilities that are open when the ticket office is open, with automatic locking mechanisms, we can offer extended availability.</p>

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5	Barrow crossings solution	Some Barrow crossings require staff to escort passengers across them. To manage barrow crossings when staff are unavailable, we would extend the mitigation which is currently in place for unstaffed times.	Customers would need to overcarry to the nearest accessible station and then be provided with accessible transport home from those locations (e.g., via accessible Taxi)
6	Braille maps	A physical, tactile map of the station with braille descriptions.	This mitigates the risk of visually impaired customers not being able to navigate the station environment when a member of staff is unavailable.
7	CCTV (Closed circuit television)	CCTV coverage for 148 of the 149 ticket office stations.	The presence of CCTV is a clear mitigation against anti-social behaviour, with cameras in prominent positions around stations and car parks.
8	Classical music	The playing of classical music on station PA systems to counteract anti-social behaviour.	This is a proven mitigation against anti-social behaviour and potential hate crime by playing music which will be enjoyable and soothing for

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			many passengers but tends to drive away anti-social groups.
9	Customer information screens (CIS)	CIS Enhancements and new installations	Providing more real time train running information, information during disruption and safety information at more locations and in a clearer format.
10	Defibrillator	Northern has a growing number of stations with defibrillators which allow the public and medical professionals to support with lifesaving treatment in the event of a medical emergency.	An estate wide provision of defibrillators mitigates the risk of loss of life in the event of major medical emergency which may have otherwise been attended to by station staff (albeit these staff are in no way deemed to be medically competent).
11	Despatch Staff	Unaffected station-based staff	Able to support customers in various ways at the stations they operate in, also a deterrent for anti-social behaviour.
12	Disabled / accessible toilet	Accessible toilet design which is being installed at	Fully accessible toilet to provide accessible facilities to all accessed

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		stations to upgrade current facilities.	via radar key and potentially other methods depending on location.
13	Footpath/Drop Curb/Ramp	Physical enhancements to the station environment which would improve the accessibility of a location, includes new accessible walkways.	Enhances the station environment in ways that may allow for an increased level of independent navigation for people with restricted mobility.
14	Gate line staff	Unaffected Station-based staff	Will be able to support customers in several ways at the stations they operate in, also a deterrent for anti-social behaviour.
15	Handrail/tactiles and stair nosings	Physical enhancements to the station environment which would improve the accessibility of a location, includes tactile wayfinding on handrails.	Enhances the station environment in ways that may allow for an increased level of independent navigation for people with restricted mobility or visual impairment.
16	Help points	Help points are located on many Northern stations and allow customers to request emergency help or	The help points contact our Customer Service Centre directly, so customers can speak to

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		information support from Northern staff.	Northern staff for support at any time trains are running.
17	Induction Loop	An electromagnetic communication system for use with hearing aids, amplifying sound for those with hearing loss.	Will ensure that those with hearing loss can still hear relevant audio in the station environment when there are no staff present to talk to in person.
18	Installation of Automatic/timed doors	Automated locking mechanisms for doors into/out of Northern facilities such as waiting rooms and toilets.	Removes the link between station staff hours and facility availability and means that we can provide access to facilities for either the same amount of time or longer than we do currently.
19	Journey Maker	Our new station-based Customer Service role.	Currently, ticket office staff are required to operate in offices, behind glass that means that they are not always able to be fully proactive and visible on the station they work in. The Journey Maker role will provide a more proactive, engaging experience for most customers, with more diverse tools

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			available to the to support customer needs.
20	LED Lighting	The installation of estate wide LED lighting, to replace older filament bulb lighting.	This greatly reduces the risk of dark spots on stations when regular bulbs fail, mitigating the risk of potential anti-social/criminal behaviour by ensuring all areas of each station are well lit.
21	Lifts	Some stations have lifts and new lifts are being installed at several stations which will introduce accessibility to stations that were previously inaccessible.	Lifts support independent navigation of stations for many disabled customers. New lifts provide customers with restricted mobility and improved level of access to stations that were previously inaccessible, and in some cases, such as Bridlington, allows the removal of the Barrow Crossing method of work.
22	Public Address announcements	PA enhancements	Upgrades to Public Address systems across the network to ensure announcements are

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			sufficiently clear and made automatically.
23	Passengers meeting points	A dedicated area of a station that is specifically for customers who require assistance to meet Journey Makers (JM)	The meeting point prevents the need for passengers to find Journey Makers when they are undertaking duties elsewhere in the station. The point will be accessible and feature signage which informs customers of the Journey Maker hours for the station, and the number for the Customer Centre
24	Ticket purchase at local retail outlets	This means the sale of rail tickets at various high street/local retail outlets around the Northern Network. It is anticipated there will be circa 4,000 retailers available.	This mitigates the risk of customers not being able to buy tickets through digital means, or having complex travel arrangements to plan with support, by providing in-person ticket sales at locations already familiar to the customer.

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25	Radar Lock applied to toilets	Radar key locks which allow entry to locked doors with a dedicated key available to the public for a small fee.	Will ensure that toilet facilities are available to those that need them due to medical conditions/mobility issues etc at all times, regardless of staff presence.
26	Station tenants / retail	Third party retail/community spaces which populate unused areas of the station which provides a community feel to the station environment.	The presence of professional people/community leaders on the station, even when unstaffed will mitigate anti-social behaviours and reduce vandalism and/or hate crime.
27	Step Free Access Upgrade	There are planned physical enhancements to stations that improve the overall accessibility of each location.	These upgrades will make the station step free, meaning the station will be more accessible than before. Where previously a customer may have needed assistance accessing the station, they may no longer need assistance.
28	Tactile paving on platform	Tactile paving at platform edges to allow visually impaired people to detect	Not all stations currently have tactiles in place, so ensuring consistent provision of tactile

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		when coming towards a point of danger/risk, such as a staircase or platform edge. Network Rail have a public plan to ensure all platforms have tactile paving by 2025.	paving for platform edges would mean a safer, more consistent experience for any visually impaired customers navigating the station without direct assistance.
29	Tactile wayfinding	Physical, tactile navigation methods for the station, generally with braille descriptions.	Provides an alternative method of wayfinding to the standard signage that would require vision to use in most instances. Will support the visually impaired to navigate stations independently.
30	Ticket office to remain	At 18 stations ticket offices will remain open.	Spread across the network and aimed at our busiest stations, maintaining ticket offices will allow for a substantial proportion of customers to interact with ticket office staff in a conventional manner, allowing for the purchase of complex journeys or more niche products.

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31	Toilet Pods	Accessible toilet pod which is being installed at stations which currently have no toilet facilities.	Provides a secure refuge in the event of anti-social behaviour and is a fully accessible toilet with full baby change facilities. Alarms, including vocal alarm and pull cords, are linked directly to our Customer Experience Centre, allowing staff interaction in any emergency, regardless of status of staffing on station.
32	TVM (Ticket Vending Machines) - Promise to Pay	A facility available on all Ticket Vending Machines that provides customers to print a Promise to Pay ticket to allow them to purchase a ticket on board.	Mitigates the issue with some customers not being able to use the ticket vending machine in full, allows customers to pay cash on-board if not using digital means of payment and not at a cash accepting TVM, and prevents the issuing of unnecessary Penalty Fares
33	Updated wayfinding / signage	New/revised station signage to direct passengers to new features around the station,	Mitigates the risk of passengers being unable to locate assistance, find toilets etc.

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		such as PA (Passenger Assist) meeting points, and remove potentially confusing old signage.	
34	Video Assist via Ticket Machines	Direct, visual access to Northern's Sheffield based Customer Experience Centre via enabled Ticket Vending Machines, allowing support in purchasing tickets, journey planning, taxi availability etc. Visually impaired customers will be able to use a physical button with braille to prevent the need to navigate the digital interface.	This mitigates the risk of some customers not being able to buy digital tickets pre-travel either through an impairment, or confusion around best route/most appropriate ticket, or unfamiliarity with digital means.
35	Wayfinding/maps and key info	Improvements to wayfinding around stations through installation of new signage, including braille maps.	This will make navigating stations more accessible, and for some customers reduce the need for staff support.

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36	Where pull cord alarms currently sound solely in ticket offices, they will be rerouted to our Customer Service Centre	Emergency pull cords are part of our accessible toilets. The alarm sometimes alerts in the ticket office.	Where alarms currently alert in ticket offices, they will be rerouted to alert our Customer Service Centre.
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Annex A: Data sources

1. Office of National Statistics (2022) Population and household estimates for England and Wales: Census 2021 [Online] <https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/populationandhouseholdestimatesenglandandwalescensus2021>
2. Office of National Statistics (2023) Disability, Census 2021 [Online] <https://www.ons.gov.uk/datasets/TS038/editions/2021/versions/3>
3. Office of National Statistics (2022) Ethnic group, England and Wales: Census 2021 [Online] <https://www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/ethnicity/bulletins/ethnicgroupenglandandwales/census2021>
4. Office of National Statistics (2022) Religion, England and Wales: Census 2021 [Online] <https://www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/religion/bulletins/religionenglandandwales/census2021>
5. Office of National Statistics (2022) Ethnic group, England and Wales: Census 2021 [Online] <https://www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/ethnicity/bulletins/ethnicgroupenglandandwales/census2021>
6. Office of National Statistics (2023) Sexual orientation, England and Wales: Census 2021 [Online] <https://www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/sexuality/bulletins/sexualorientationenglandandwales/census2021>
7. Office of National Statistics (2023) Births in England and Wales: summary tables (2021) [Online]

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- <https://www.ons.gov.uk/peoplepopulationandcommunity/birthdeathsandmarriages/livebirths/datasets/birthsummarytables>
8. Office of National Statistics (2023) Gender identity, England and Wales: Census 2021 [Online] <https://www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/genderidentity/bulletins/genderidentityenglandandwales/census2021>
 9. Office of National Statistics (2023) Legal partnership status by age, sex and local authority Census 2021 [Online] <https://www.ons.gov.uk/peoplepopulationandcommunity/birthdeathsandmarriages/marriagecohabitationandcivilpartnerships/datasets/legalpartnershipstatusbyagesexandlocalauthoritycensus2021>
 10. Office of National Statistics (2022) LI01 Regional labour market: Local indicators for counties, local and unitary authorities [Online] <https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/datasets/locallabourmarketindicatorsforcountieslocalandunitaryauthoritiesli01>
 11. Ministry of Housing, Communities & Local Government (2019) English indices of deprivation 2019 [Online] <https://www.gov.uk/government/statistics/English-indices-of-deprivation-2019>
 12. Office of National Statistics (2023) Recorded crime data by Community Safety Partnership area [Online] <https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/datasets/recordedcrimedatabycommunitysafetypartnershiparea>
 13. British Transport Police (2023) Crime Maps and Statistics [Online] <https://crimemaps.btp.police.uk/>
 14. Home Office (2022) Hate crime, England and Wales, 2021 to 2022 [Online] <https://www.gov.uk/government/statistics/hate-crime-england-and-wales-2021-to-2022>

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15. Office for Rail and Road (2022) Table 1410: Passenger entries, exits and interchanges by station (annual), Great Britain, April 2021 to March 2022 [Online] <https://dataportal.orr.gov.uk/statistics/usage/estimates-of-station-usage/>
16. Office of National Statistics (2022) PROV – Home Geography Table 8.12, Gender pay gap 2022 [Online] <https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/earningsandworkinghours/datasets/annualsurveyofhoursandearningsashegenderpaygaptables>
17. Northern Rail (2023) Ticket Vending Machines (TVMs)
18. Northern Rail (2023) TVMs Accessibility Study 2023
19. Northern Rail (2023) Station colleagues
20. Northern Rail (2023) Ticket Office Colleagues
21. Northern Rail (2023) Complaints by Staffed Station
22. Northern Rail (2023) Passenger Assistance
23. Northern Rail (2023) Ticket Office Colleagues vs. Journey Makers Hours
24. Northern Rail (2023) Planned CCTV enhancements
25. Northern Rail (2023) Access and inclusivity 22-23
26. Northern Rail (2023) Access and inclusivity 23-24

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**Annex B: Breakdown of police force areas**

Police Force Area	Affected Borough
Cheshire	Cheshire East
	Cheshire West and Chester
	Halton
	Warrington
Cleveland	Hartlepool
	Redcar and Cleveland
Cumbria	Cumbria
Derbyshire	High Peak
Greater Manchester	Bolton
	Manchester
	Oldham
	Rochdale
	Salford
	Stockport
	Tameside
	Trafford
Wigan	
Humberside	East Riding of Yorkshire
Lancashire	Blackburn with Darwen
	Blackpool
	Burnley
	Chorley
	Fylde
	Hyndburn
	Lancaster
	South Ribble
	West Lancashire
Wyre	
Merseyside	Knowsley
	Liverpool

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	St. Helens
North Yorkshire	North Yorkshire
Northumbria	Northumberland
	Sunderland
Nottinghamshire	Bassetlaw
South Yorkshire	Doncaster
	Barnsley
	Rotherham
	Sheffield
West Yorkshire	Bradford
	Calderdale
	Leeds

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