

## “Save Hinckley rail ticket office

Council notes with concern recent reports that most staffed ticket offices in England could be closed, following discussions between the Department for Transport and the Rail Delivery Group and changes to the government’s guidance relating to ticket office opening hours.

Council believes that ticket offices provide a vital service to residents in Hinckley. Having a clearly sign-posted place in the station for people with ticket enquiries provides certainty and confidence for customers who may struggle to otherwise locate station staff.

Not all residents are able to use station ticket machines, or have the means to book a ticket in advance. Complicated journeys involving connections are likely to require human assistance to ensure customers purchase the most appropriate and cheapest tickets, and do not incur penalties from mis-booked tickets.

Council is concerned that the closure of ticket offices will disproportionately affect elderly and disabled residents in the Hinckley area – as well as those with poor literacy and IT skills. Council also notes the possible implications for current station staff and the concerns that have been raised over possible staff redundancies.

Council therefore resolves to:

- (i) Instruct the Chief Executive to write to the Secretary of State for Transport and the Government Railways Minister expressing Council’s opposition to the possible closure of staffed rail ticket offices – and in particular the office at Hinckley;
- (ii) Instruct the Chief Executive to write to East Midlands Railways expressing the Council’s opposition to any plans to close the staffed ticket office at Hinckley.”

This motion further proposes:

- (i) This Council writes to East Midlands Railways as operator of Hinckley train station, requesting figures for passenger usage and tickets purchased at the ticket office for a period of not less than 12 months to 30 June 2023. This information to be used as a statistical base for future representations by this council;
- (ii) This Council uses all resources at its disposal to inform residents of the proposals and encourage them to submit their views and comments to the consultation by the deadline of 26 July 2023 at [www.transportfocus.org.uk/train-station-ticket-office-consultation/](http://www.transportfocus.org.uk/train-station-ticket-office-consultation/)
- (iii) This Council will assist any resident unable to make their submission online by themselves, by appointment.