

**Equality Impact Assessment (EqIA)  
(Short version)**

<b>Project title</b>	Station by Station – Ticket Office Project
<b>Department</b>	Passenger Services Directorate
<b>Date</b>	05 July 2023

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## Document History

Version No.	Date	Reason for Issue
01	05/07/2023	Public sector equality duty

## Document Approval and Sign-off

	Name and Job Title	Signed	Date
<b>EqIA Owner</b> (The person responsible for completing the EqIA)	Business Projects	Y	05/07/2023
	Head of Inclusive Customer Experience	Y	
<b>Prepared in collaboration with</b>	Station Management	Y	05/07/2023
<b>EqIA Reviewers</b>	Head of Inclusive Customer Experience	Y	05/07/2023
	Accessibility and Inclusion Manager	Y	
	Commercial Director	Y	

	People Director	Y	
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## Equality Impact Assessment

### What is an Equality Impact Assessment and why do we need one?

An Equality Impact Assessment is a way of looking at decisions, policies and practices systematically to understand any disproportionate impact and how they could potentially affect groups of people sharing the same protected characteristic.

At Southeastern Railway, we see EqIAs as so much more than filling in a form. The process is designed to create an inclusion mindset that can impact the way decisions are made within our organisation. To ensure inclusion and equality are considered in every aspect of our organisation.

The EqIA is often completed for major bids and proposals. However, they aren't just for new projects. This EqIA tool can be used for ongoing projects to help explore how we could be doing things better for our staff and customers, as well as if there is any need for updating or further development.

EqIAs are integral for identifying negative and potential adverse impacts but also give us a great opportunity to promote amazing work in equality and inclusion.

Under the Public Sector Equality Duty, public sector organisations have an enhanced duty called the public sector equality duty. It states that public sector organisations have a general duty to:

- Eliminate prohibited conduct
- Advance equality of opportunity
- Foster good relations

Furthermore, Southeastern Trains has a need to demonstrate taking due regard of the duty, and to publish how we are meeting the duty.

Using our EqIA tool as an approach underpins this.

### Protected Characteristics

The different groups reviewed in the EqIA are outlined in the Equality Act 2010 and are referred to as protected characteristics: these are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

**1. Please select the type of EqIA from the list.**

- The built environment
- Events & Communications
- Policies & Standards
- Information Technology IT
- Change Programmes (reorganizations, transformations)
- Procurement
- Digital experience
- Retail and ticketing
- Branding & Marketing
- Other, please specify

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**2. Please provide a summary of the work this EqlA is referring to.**

Southeastern, along with 13 other train operators in England, is starting a consultation on closing all our ticket offices and moving ticket office colleagues into public areas of stations, enabling them to provide a wider range of assistance to customers.

Question	Response
<p><b>What are the aims/objectives?</b></p>	<p>Our aim is to build a better, more reliable and more sustainable railway.</p> <p>To better help those who need help or advice at stations we propose to close ticket offices and have many of those colleagues visible and available to provide a wider range of customer support including assistance and safeguarding.</p> <p>Every station that is staffed today will continue to be staffed as part of these proposed changes. Colleagues with knowledge of the railway and tickets will be available to provide customer service.</p> <p>We propose to staff again 18 stations currently unstaffed today due to vacancies.</p> <p>For those who are happy to use self-service, buying a ticket will be as easy as possible whether on our app, website or at our ticket vending machines (TVMs). Most customers will buy tickets on their phones in a simple, queue-free, transaction.</p> <p>At 14 stations across the network, we will provide 'Travel Centres where customers will have access to help, information and all ticket selling facilities currently available at a ticket office. These centres will be modern, accessible and provide face-to-face service. These stations represent many of our busiest on the network with high levels of customers, interchange or visiting tourists.</p> <p>Expanded options on ticket machines will allow customers to buy a ticket to anywhere in the country and colleagues will be able to help customers buy tickets through the TVM. Information</p>

	is also available on our website and our 24/hr telephone helpline is available to customers who are seeking advice or would like help booking tickets or assisted travel.
<b>Where will the change take place?</b>	To begin with, we will focus on 40 ticket offices in our Metro area that issue fewer than 50 tickets daily at the window and where customers are already able to use Pay As You Go (tap in, tap out) for their journey. Almost half (19 of 40) of these ticket offices sell 10 tickets or less daily at the window, and a further 16 sell between 11-30 tickets a day.
<b>Will our customers be impacted? (If yes, please provide a brief summary of why)</b>	Yes, our customers will experience a more personalised service which will be face-to-face. We want to empower our people to take ownership and find the best resolution for our customers, with little management intervention.
<b>When is the expected completion date?</b>	We plan to consult on the closure of all ticket offices in a phased manner, and subject to the feedback, any agreed closures will take place over the next two years.
<b>Are there any other details you would like to share?</b>	This is a live document and will be updated when new developments or advice is received.

There is further information including a map of the stations where changes are proposed available on our website at <https://www.southeasternrailway.co.uk/help-and-contact/get-in-touch/ticket-office-consultation>

**3. Please review each of the protected characteristics below. Does this project/ piece of work have any negative impacts on people with protected characteristics.**

Please write your considerations in the white boxes below each protected characteristic.

RAG rating	High Impact 3	Medium Impact 2	Low Impact 1
High Probability 3	9 High Impact expected	6 High Impact expected	3 Medium Impact expected
Medium Probability 2	6 High Impact expected	4 Medium Impact expected	2 Low Impact expected
Low Probability 1	3 Medium Impact expected	2 Low Impact expected	1 Low Impact expected



Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Ladywell	Age	Y	Lewisham Hospital is nearby. Therefore, it's crucial that the support and training colleagues receive to transition into their new roles enables them to support customers with disabilities and safeguarding. On average, this station's ticket office issues 7 tickets a day and full retail facilities will remain available at our Travel Centre at London Bridge which can be reached in 11 minutes from this location. London Bridge has step-free access. There is no effective change in station staffing hours so there is no negative impact on our ability to support our customers once the ticket office closes.	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Catford Bridge	Age	Y	Catford Bridge has close interchange links with Catford and there is clear signage directing customers to a walking route between the two stations. This local knowledge is covered during training. On average, this station's ticket office issues 10 tickets a day and full retail facilities will remain available at London Bridge which can be reached in 14 minutes from this location and has step-free access. There is also a proposed increase in station staffing hours so there is no specific impact on closing the ticket office.	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Lower Sydenham	Age	Y	The station will again become staffed after the changes as was previously unstaffed due to a vacancy. The restaffing will help deliver better accessibility support to customers using this station. The local area has a higher-than-average local population who are disabled therefore local training will focus on disability awareness and delivering assistance. On average, this station's ticket office issues 1 tickets a day and full retail facilities will remain available at our Travel Centre in London Bridge which can be reached in 17 minutes from this location and has step-free access.	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
New Beckenham	Age	Y	It is proposed that the station will again become staffed after the changes whereas it was previously unstaffed due to a vacancy. The restaffing will help deliver better accessibility support to customers using this station. On average, this station's ticket office issues 1 tickets a day. Full retail facilities will remain available at our Travel Centre in London Bridge which can be reached in 19 minutes from this location and has step-free access.	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Clock House	Age	Y	There is a proposed increase in station staffing hours which now includes Sunday staffing. On average, this station's ticket office issues 6 tickets a day and full retail facilities will remain available at our Travel Centre in London Bridge which can be reached in 22 minutes from this location and has step-free access.	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Elmers End	Age	Y	There is an above average local population over 60. The support and training colleagues will receive to transition into their new roles will enable them to support customer needs. Also, this is supported by a proposed increase in station staffing hours which now includes longer evening coverage and Sunday staffing. On average, this station's ticket office issues 11 tickets a day and full retail facilities will remain available at our Travel Centre in London Bridge which can be reached in 25 minutes from this location and has step-free access.	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Eden Park	Age	Y	It is proposed that the station will again become staffed after the changes whereas was previously unstaffed due to a vacancy. The restaffing will help deliver better accessibility support to customers using this station, this will be especially useful as the local area has a higher than average over 60 population. This will also be considered when training staff to ensure customer needs are met. On average, this station's ticket office issues 3 tickets a day and full retail facilities will remain available at our Travel Centre in London Bridge which can be reached in 28 minutes from this location and has step-free access.	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
West Wickham	Age	Y	West Wickham does have a higher percentage of residents over 60 so this will be considered when training staff to ensure customer needs are met. On average, this station's ticket office issues 13 tickets a day and full retail facilities will remain available at our Travel Centre in London Bridge which can be reached in 31 minutes from this location and has step-free access. There is no change in station staffing hours (+/-10 mins) so there is no specific impact on closing the ticket office provided staff.	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		



Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Hayes	Age	Y	The local area has a higher than average over 60 population which will therefore be considered when training staff to ensure customer needs are met. There is no effective change in station staffing hours. On average, this station's ticket office issues 13 tickets a day and full retail facilities will remain available at our Travel Centre in London Bridge which can be reached in 35 minutes from this location and has step-free access.	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
New Cross	Age	Y	<p>On average, the ticket office issues 14 tickets a day and full retail facilities will remain available at our Travel Centre in London Bridge which can be reached in 6 minutes from this location and has step-free access. There is a higher-than-average Anti-Social Behaviour (ASB) issue at this station especially on match days as Millwall FC is nearby. With the introduction of the first ever Joint Safeguarding Strategy that will be delivered by our new Safeguarding team and the introduction of a tripartite agreement between Southeastern, British Transport Police and Network Rail we will focus our resources on our key priorities including ASB and safeguarding our colleagues and passengers.</p>	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	Y		
	Race	Y		
	Religion	Y		
	Sex	Y		
	Gender Reassignment	Y		
	Sexual Orientation	Y		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
St Johns	Age	Y	<p>There is a high suicide risk at this station and this change will ensure colleagues will be available to provide a wider range of customer support including safeguarding.</p> <p>On average, this station's ticket office issues 1 ticket a day and full retail facilities will remain available at our Travel Centre in London Bridge which can be reached in 8 minutes from this location and has step-free access.</p>	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Blackheath	Age	Y	On average, this station's ticket office issues 49 tickets a day and full retail facilities will remain available at our Travel Centre in London Bridge which can be reached in 14 minutes from this location and has step-free access. There is no effective change in station staffing hours.	Low impact expected.
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Falconwood	Age	Y	<p>On average, this station’s ticket office issues 20 tickets a day and full retail facilities will remain available at our Travel Centre in Dartford which can be reached in 16 minutes from this location and has step-free access. Eltham cemetery is nearby which therefore means a greater number of customers with accessibility needs use the station. The support and training colleagues will receive to transition into their new roles will enable them to support customer needs. There is also a proposed increase in station staffing hours with additional coverage into the evening.</p>	<p>Low impact expected</p>
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Kidbrooke	Age	Y	<p>On average, this station's ticket office issues 11 tickets a day and full retail facilities will remain available at our Travel Centre in London Bridge which can be reached in 17 minutes from this location and has step-free access. There is continued local development planned close to the station so staffing provisions will be continually reviewed to ensure customer needs are fulfilled. There is no effective change in station staffing hours.</p>	<p>Low impact expected.</p>
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Welling	Age	Y	<p>On average, this station's ticket office issues 27 tickets a day and full retail facilities will remain available at our Travel Centre in Dartford which can be reached in 13 minutes from this location and has step-free access. Eltham cemetery is nearby which therefore means a greater number of customers with accessibility needs use the station. The support and training colleagues will receive to transition into their new roles will enable them to support customer needs. There is no effective change in station staffing hours.</p>	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Bexleyheath	Age	Y	<p>The local area has a higher than average over 60 population which will therefore be considered when training staff to ensure customer needs are met. On average, this station's ticket office issues 31 tickets a day and full retail facilities will remain available at our Travel Centre in Dartford which can be reached in 10 minutes from this location and has step-free access.</p> <p>There is no effective change in station staffing hours.</p>	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		



Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Hither Green	Age	Y	On average, this station's ticket office issues 50 tickets a day and full retail facilities will remain available at our Travel Centre in London Bridge which can be reached in 13 minutes from this location and has step-free access. The station receives a high proportion of passenger assists, and as a result of the changes station colleagues will be better placed to support customers with accessibility needs.	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Barnehurst	Age	Y	<p>On average, this station’s ticket office issues 30 tickets a day and full retail facilities will remain available at our Travel Centre in Dartford which can be reached in 7 minutes from this location and has step-free access.</p> <p>There is also a proposed increase in station staffing hours, which now includes extended evening coverage..</p>	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Lee	Age	Y	On average, this station's ticket office issues 17 tickets a day and full retail facilities will remain available at our Travel Centre London Bridge which can be reached in 16 minutes from this location and has step-free access. There is also a proposed increase in station staffing hours with additional coverage into the evening.	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Albany Park	Age	Y	The local area has a higher than average over 60 population which will therefore be considered when training staff to ensure customer needs are met. On average, this station's ticket office issues 15 tickets a day and full retail facilities will remain available at our Travel Centre in Dartford can be reached in 12 minutes from this location and has step-free access. There is no effective change in station staffing hours.	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Deptford	Age	Y	On average, this station's ticket office issues 8 tickets a day and full retail facilities will remain available at our Travel Centre in London Bridge which can be reached in 6 minutes from this location and has step-free access. There is also a proposed significant increase in planned station staffing hours which will help to increase the availability of customer support including accessibility and safeguarding.	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Westcombe Park	Age	Y	On average, this station's ticket office issues 11 tickets a day and full retail facilities will remain available at our Travel Centre in London Bridge which can be reached in 14 minutes from this location and has step-free access. There is no effective change in station staffing hours.	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Woolwich Dockyard	Age	Y	On average, this station's ticket office issues 2 tickets a day and full retail facilities will remain available at our Travel Centre in London Bridge which can be reached in 20 minutes from this location and has step-free access. There is also a proposed change in station staffing hours (+/-10 mins).	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Maze Hill	Age	Y	On average, this station's ticket office issues 13 tickets a day and full retail facilities will remain available at our Travel Centre in London Bridge which can be reached in 12 minutes from this location and has step-free access. There is no effective change in station staffing hours.	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		



Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Plumstead	Age	Y	On average, this station's ticket office issues 36 tickets a day and full retail facilities will remain available at our Travel Centre in London Bridge which can be reached in 18 minutes from this location and has step-free access.	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Belvedere	Age	Y	On average, this station's ticket office issues 2 tickets a day and full retail facilities will remain available at our Travel Centre in Dartford which can be reached in 12 minutes from this location and has step-free access. There is no effective change in station staffing hours.	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Erith	Age	Y	On average, this station's ticket office issues 14 tickets a day and full retail facilities will remain available at our Travel Centre in Dartford which can be reached in 9 minutes from this location and has step-free access. There is no effective change in station staffing hours.	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Slade Green	Age	Y	On average, this station's ticket office issues 23 tickets a day and full retail facilities will remain available at our Travel Centre in Dartford which can be reached in 5 minutes from this location and has step-free access. There is also a proposed increase in station staffing hours with additional coverage into the evening.	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Sundridge Park	Age	Y	<p>The station will again become staffed after the changes with extended hours as was previously unstaffed due to a vacancy. This will help increase the range of customer support available including accessibility and safeguarding. This is especially useful due to local presence of schools and nurseries close to the station. This station's ticket office has averaged 0 issues. Whilst full retail facilities will remain available at our Travel Centre in Bromley South which can be reached in 12 minutes from this location and has step-free access.</p>	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Chelsfield	Age	Y	<p>On average, this station's ticket office issues 25 tickets a day and full retail facilities will remain available at Sevenoaks which can be reached in 11 minutes from this location and has step-free access. There is a high suicide risk and ASB at this station and this change will ensure colleagues will be available to provide a wider range of customer support including safeguarding. The local population has a higher-than-average number of over 60. The support and training colleagues will receive to transition into their new roles will enable them to meet these customer needs. There is no effective change in station staffing hours.</p>	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Bromley North	Age	Y	On average, this station's ticket office issues 3 tickets a day and full retail facilities will remain available at our Travel Centre in Bromley South which can be reached in 10 minutes from this location and has step-free access. There is no effective change in station staffing hours.	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Knockholt	Age	Y	On average, this station's ticket office issues 4 tickets a day and full retail facilities will remain available at Sevenoaks which can be reached in 8 minutes from this location and has step-free access. There is no effective change in station staffing hours provided.	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		



Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Brixton	Age	Y	On average, this station's ticket office issues 1 ticket a day and full retail facilities will remain available at London Victoria which can be reached in 7 minutes from this location and has step-free access. There is a higher-than-average ASB issue at this station and this change will ensure colleagues will be more available to provide a wider range of customer support including safeguarding. This is supported by a proposed significant increase in station staffing hours	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
West Dulwich	Age	Y	On average, this station's ticket office issues 9 tickets a day and full retail facilities will remain available at Bromley South which can be reached in 12 minutes from this location and has step-free access. The change will help to provide a wider range of customer support including safeguarding which is useful to support the high number of school children who pass through the station. There is no effective change in station staffing hours.	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Sydenham Hill	Age	Y	On average, this station's ticket office issues 18 tickets a day and full retail facilities will remain available at Bromley South which can be reached in 14 minutes from this location and has step-free access. There is a high suicide risk and lots of school children use this station, and this change will ensure colleagues will be available to provide a wider range of customer support including safeguarding. The support and training colleagues will receive to transition into their new roles will enable them to meet these customer needs. There is a proposed change in station staffing hours (+/-10 mins) so there is no specific impact on closing the ticket office. .	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Kent House	Age	Y	On average, this station's ticket office issues 3 tickets a day and full retail facilities will remain available at our Travel Centre in Bromley South which can be reached in 8 minutes from this location and has step-free access. There is no effective change in station staffing.	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Bickley	Age	Y	<p>On average, this station’s ticket office issues 15 tickets a day and full retail facilities will remain available at our Travel Centre in Bromley South which can be reached in 3 minutes from this location and has step-free access. There is a high suicide risk and five local schools are located close to this station and this change will ensure colleagues will be available to provide a wider range of customer support including safeguarding. The local area also has a higher-than-average population of over 60. The support and training colleagues will receive to transition into their new roles will enable them to meet these customer needs. There is no effective change in station staffing hours.</p>	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Shortlands	Age	Y	<p>On average, this station’s ticket office issues 33 tickets a day and full retail facilities will remain available at Bromley South which can be reached in 2 minutes from this location and has step-free access. There is a Special Educational Needs (SEN) school and a few other local schools located nearby, and this change will ensure colleagues will be available to provide a wider range of customer support including safeguarding. The support and training colleagues will receive to transition into their new roles will enable them to meet these customer needs. There is no effective change in station staffing hours.</p>	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

Station	Characteristics	Impact? Yes or no?	Comments and mitigations	RAG after mitigation
Penge East	Age	Y	<p>On average, this station's ticket office issues 36 tickets a day and full retail facilities will remain available at our Travel Centre in Bromley South which can be reached in 10 minutes from this location and has step-free access. There is a high suicide risk and a nursery located at this station and this change will ensure colleagues will be available to provide a wider range of customer support including safeguarding. The support and training colleagues will receive to transition into their new roles will enable them to meet these customer needs. There is a proposed change in station staffing hours, although this is part of reviewing the rosters for every station and moving our people to where they are needed and best placed to deliver for customer needs.</p>	Low impact expected
	Disability	Y		
	Marriage/ Civil Partnership	N		
	Pregnancy/ Maternity	N		
	Race	N		
	Religion	N		
	Sex	N		
	Gender Reassignment	N		
	Sexual Orientation	N		

#### **4. What could you do to ensure your work has a positive impact on diversity and inclusion?**

We want to ensure that our modern approach to serving our customers at our station is a positive one, which is why we have assessed our stations on an individual basis. We are making enhancements to our digital offering that will make these changes easier for the majority of our customers. It's important that we do what's right for our customers, which is why in our individual equality impact assessments we are drilling down and looking at the demographic makeup of our stations. This will enable us to introduce local mitigations which will ensure the impact of these changes is a positive one for our colleagues and customers. The project team's commitment to maintaining access to existing facilities such as toilets and waiting rooms is key to ensuring this change has a positive impact on diversity and inclusion. This is because more detailed rostering and consideration has been given to these assets to ensure that they are available for the longest possible period of time. As part of the training package being delivered to the frontline teams, they will be receiving additional training on delivering assistance, which will include a refresher on ramp deployment, updated guidance on how to guide a visually impaired customer, as well as our general expectations of what great customer experience looks like. This new training package will equip our teams with tools and knowledge that are expected to improve the delivery of assistance to our customers.

#### **5. What information sources have you used and who have you engaged with to review the impacts on equality?**

Our individual station equality impact assessments have been undertaken on a station-by-station basis taking account of local knowledge from our station managers. To achieve a deeper understanding and greater comparability we have analysed Office National Statistics census data with a specific focus on disability and age profiles to understand the demographic makeup of the local area. Indices have been created for the data to assist in creating a threshold and help us establish our mitigations. Furthermore, we have assessed ticket office activity: this document provides indicative data on average daily ticket office ticket issues for the Railway Period 2 which is from 30 April 2023 to 27 May 2023.



## Glossary:

**EqIA** – Equalities Impact Assessment, also sometimes known as DIA. An assessment made to understand the impact of proposed changes or decisions which is conducted to evaluate them under the Public Sector Equality Duty (PSED)

**TVM** - Ticket Vending Machine, automatic **ticket vending machine (TVM)**, is a vending machine that issues paper or electronic tickets, may recharge a smart card at a railway station.

**App** - an application, particularly as something downloaded to a user's device such as a smartphone.

**Induction loop** - a sound system in which a loop of wire around an area in a building, such as a cinema or theatre, produces an electromagnetic signal received directly by hearing aids used by people who are partially deaf or have hearing loss.

**SignLive** - an online video interpreting service that allows deaf people to communicate through a British Sign Language interpreter.

**Origin station** – the station where your journey starts.

**Destination station** – the station where you end your rail journey.

**Pay as you go** - (PAYG) is a flexible way to travel within a defined travel areas like London Fare Zones 1 to 9 (and certain other areas. As long as you touch in and out with Oyster or contactless, you will be charged the appropriate single fare for your journey or journeys. Sometimes also known as Contactless referring to the use of a card or device with a stored bank card.

**Mobile Assistance team** – a team working at Southeastern who move around the network offering support to those who need assistance often but not always on the basis of a booking.

**Roster** – the planned work schedule for a team, often used where there is shift work.

**RAG or RAG rating** – method of rating impact or risk often used in projects. RAG stands for Red, Amber, Green

**ASB** – Anti Social Behaviour

**SEN** – Special Educational Needs

**6. After completing this EqIA, what is your decision?**

An EqIA is outcome-driven, not process-driven and it is expected that projects may change if they highlight an unfair or disproportionate impact on a certain group. After completing the EqIA there are five possible outcomes;

- **Change the work** to mitigate against potential negative impacts found
- **Continue the work** because no potential negative impacts found
- **Proceed with caution** in the knowledge that this project may favour some people more than others (please provide justification for this decision)
- **Complete a more detailed EqIA** if the programme of work is complex/large scale change and requires a more detailed review
- **Stop the work** because discrimination is unjustifiable and there are no obvious ways to mitigate

<b>1. Change the work</b>  N	<b>2. Continue the work</b> N	<b>3. Proceed with caution</b> N	<b>4. Complete a more detailed EqIA</b> Y [see note]	<b>5. Stop the work</b>  N
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Note: Changes to Southeastern Ticket Offices are subject to public consultation under Schedule 17 of the Ticketing and Settlement Agreement and consultation with trades unions. It will not be possible to confirm the final EqIA or mitigations until this consultation is complete. Thus, Southeastern intends to refine this work once the outcomes of consultation are settled.

## 7. What actions are required as a result?

Action	By when?	By whom?
Continue to complete individual EqIA for stations taking account of consultation outputs	On going	Ticket office project working group
Continue to engage with the accessibility panel	Commencing the beginning of July and throughout the project.	Inclusive Customer Experience Team
Consultation to begin internally and externally	Commencing the beginning of July and throughout the project	Externally the consultation will be overseen by the Department for Transport, Transport Focus and, where relevant, London TravelWatch. Following public consultation London TravelWatch and Transport Focus have 35 days to review the feedback. Dates are therefore indicative.
Continue to explore remote access of station facilities such as toilets and waiting rooms.	Commenced 2022 until July 2023	Ticket office project working group
Individual colleagues' conversations/assessments	Commencing the beginning of July and throughout the project	Managers
Provide training to colleagues undertaking new multi-skilled roles	Tbc: subject to consultation outcomes	Training and People Teams
Review step-free access to stations, is this impacted by ticket office closures	Commenced Feb 2023	Ticket office project working group

Review toilet availability at stations, is this impacted by ticket office closures	Commenced Feb 2023	Ticket office project working group
Communicate Travel Centres to customer and colleagues through inclusive formats	Tbc: subject to consultation outcomes	Ticket office project working group
Update meeting points on the website	Tbc: subject to consultation outcomes	Ticket office project working group
Update the network map to indicate the Travel Centres	Tbc: subject to consultation outcomes	Ticket office project working group

**8. How will you monitor the impact of your project/piece of work on equality once it has been put into effect?**

We will continue to monitor customer feedback. A new category will be opened in our Contact Centre system, to ensure that any complaints related to the project are captured. We will continue to monitor trends in ticket purchasing choices, where our TVM's are out of order, the operation of our gatelines, the number of safety-related incidents at our stations among many other factors that are business-as-usual reports within Southeastern. We will pay particular attention to any disability-related feedback to ensure that we continue to meet the assistance requests of our customers.

**9. Is there anything else you would like to add?**

When events take place, staffing arrangements will be reviewed to ensure that stations are safely managed and supported. Our Mobile Assistance team base locations are continually reviewed to reflect demand. Therefore, as any changes come into practice, we will align and adjust our assistance teams accordingly.

**10. Submission**

Once you have completed all sections of the EqIA and engaged relevant stakeholders, please ensure this document (along with any referenced evidence, relevant documentation or other items that you would like this document to be reviewed alongside) is signed off by your Line Manager or Department Head as well as the EqIA Panel.