

Equality Impact Assessment

(EqIA)



Project title	Ticket Office project: Stations
Department	Workforce Reform Future CX
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Disclaimer:

Please be aware that any version of this document and its appendices are subject to the Freedom of Information Act and can be shared at any time upon request. This document may also be shared publicly in response to any query or challenge relating to the project it references.

Document History:

Version no.	Date	Reason for Issue
01	05/07/2023	To provide context for the organisation, interested parties and stakeholders on consultation
02	26/07/2023	Reviewed in light of Consultation extension

This document has been approved for release by Southeastern Trains.

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 EqlAs 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 EqlA is often completed for major bids and proposals. However, they aren't just for new projects. This EqlA 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.

EqlAs 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 Railway has a need to demonstrate taking due regard of the duty, and to publish how we are meeting the duty. Using our EqlA tool as an approach underpins this.

Protected Characteristics

The different groups reviewed in the EqlA 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 EqlA 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

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.

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

Question	Response
What are the aims/objectives?	<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 accessibility 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>

Question	Response
	<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 or provide information about buying tickets on our app or website. If customers with accessible travel needs prefer, they can still use our 24-hour telephone helpline to ask advice, buy tickets and book assisted travel.</p>
<p>Where will the change take place?</p>	<p>To begin with, we will focus on 40 ticket offices in our Metro area that sell 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.</p>
<p>Will there be an impact on our colleagues? (If yes, please provide a summary of why)</p>	<p>Yes, ticket offices will be closed across the network moving colleagues out from behind the ticket office glass. This will make our colleagues more visible responding to customer queries in the way customers want to be served without the physical barrier of the window. We will also be creating multi-skilled customer experience hosts who will be able to provide end-to-end customer resolution.</p>

Question	Response
Will there be an impact on our customers? (If yes, please provide a summary of why)	Yes, our customers will experience a more personalised service with queries resolved by a single person. We want to empower our people to take ownership and find the best resolution for our customers, with little management intervention.
When is the expected completion date?	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.
Are there any other details you would like to share?	This is a live document and will be updated when new developments or advice is received.

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

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.

To complete this section, please list any considerations or questions that have been identified because of the change in the first column. Then indicate whether the consideration will have a negative impact on each of the protected characteristics. If a negative impact has been identified, please then add the reasonable adjustments/ mitigations that will be taken to reduce this impact. Once these have been considered, use the table below to assign a RAG rating and colour code the box accordingly. RAG is an acronym that stands for Red, Amber and Green and is based on a traffic light system. An explanation can be found in the table below.

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

Consideration/ Questions	Characteristics	Impact?	Mitigation
Customers may prefer paper tickets and being served at the ticket office.	Age	Y	<p>Paper tickets will still be available to purchase at our TVM's. However, the railway is transitioning to digital tickets, and we recognise that many people prefer this option. Only 1 in 4 tickets bought for travel on the UK rail network are on paper now, and the numbers for Southeastern are very similar.</p> <p>Removing the physical barrier of the ticket office allows us to provide a face-to-face individual service, which is currently not an option due to the ticket office window. Staff will also be able to assist with any ticketing queries including helping customers use TVM's.</p>
	Disability	Y	
	Marriage/ Civil Partnership	N	
	Pregnancy/ Maternity	N	
	Race	N	
	Religion	N	
	Sex	N	
	Gender Reassignment	N	
	Sexual Orientation	N	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
Some customers see ticket offices as integral to the communities they serve, especially for our older customers.	Age	Y	<p>We are not closing our stations and every station that has a staff member today will continue to be staffed. We want our stations to continue to be integral to the communities they serve, which is why we are looking for opportunities to enhance the role they play</p>
	Disability	Y	
	Marriage/ Civil Partnership	N	
	Pregnancy/ Maternity	N	

Consideration/ Questions	Characteristics	Impact?	Mitigation
Some customers see ticket offices as integral to the communities they serve, especially for our older customers.	Race	N	<p>in communities, helping us build a more sustainable railway. The spaces at our stations are for everyone and we want to encourage greater station adoption, gardening schemes, community noticeboards, rail safety talks and tours for schools and nurseries.</p> <p>The extent of the schemes and adoption will be subject to funding and/or sponsorship. Information about the partnerships and the exciting projects they are involved in can be found at www.southeasternrailway.co.uk/about-us/our-community.</p> <p>We also encourage feedback and ideas through our communication channels via Twitter, WhatsApp, or Customer Services.</p>
	Religion	N	
	Sex	N	
	Gender Reassignment	N	
	Sexual Orientation	Y	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
How will station facilities be accessed if stations are not staffed?	Age	Y	<p>We are working with Accessibility experts and our Accessible Travel Advisory Panel to draw on ideas and initiatives that have been developed across the industry to ensure that facilities such as accessible toilets and waiting rooms remain</p>
	Disability	Y	
	Marriage/ Civil Partnership	N	

Consideration/ Questions	Characteristics	Impact?	Mitigation
How will station facilities be accessed if stations are not staffed?	Pregnancy/ Maternity	Y	open as much as possible. We are working to understand how these proposed changes might impact our customers with accessibility needs. None of our stations will become unstaffed because of these changes, and our station facilities will remain open through our multi-skilled station teams instead of ticket office staff.
	Race	N	
	Religion	N	
	Sex	N	
	Gender Reassignment	Y	
	Sexual Orientation	Y	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
Staff at stations and on-board trains often provide important assistance to those with accessibility needs, how will this be addressed given the proposed closure of Ticket offices?	Age	Y	We know the importance of our people at stations and onboard our trains, especially when it comes to delivering assistance to our customers with accessibility needs. This is why by bringing people from behind the glass and providing support and training to transition into their new roles will enable them to provide a full end-to-end customer experience including accessibility and safeguarding. Furthermore, every station that is staffed today will continue to be staffed as part of these proposed
	Disability	Y	
	Marriage/ Civil Partnership	N	
	Pregnancy/ Maternity	Y	
	Race	N	
	Religion	N	

Consideration/ Questions	Characteristics	Impact?	Mitigation
Staff at stations and on-board trains often provide important assistance to those with accessibility needs, how will this be addressed given the proposed closure of Ticket offices?	Sex	N	changes with colleagues more available to support customers with travel information, ticket purchasing, accessibility, and safeguarding needs. It is proposed that 18 stations currently unstaffed due to vacancies will be staffed again.
	Gender Reassignment	N	
	Sexual Orientation	N	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
What are you doing with the ticket offices if they close?	Age	Y	Initially, we will be covering the spaces left behind but will continue to maintain the space as a meeting point for assistance and safe space location for our people.
	Disability	Y	
	Marriage/ Civil Partnership	Y	
	Pregnancy/ Maternity	Y	
	Race	Y	
	Religion	Y	
	Sex	Y	
	Gender Reassignment	Y	
	Sexual Orientation	Y	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
Some customers find TVMs complicated, and they may not be easily accessible to all.	Age	Y	Almost 90% of rail tickets nationally are purchased away from a ticket office, at TVMs, on websites and apps. On our app and website customers can already buy a ticket from anywhere to anywhere and we are updating our ticket machines to do this too.
	Disability	Y	
	Marriage/ Civil Partnership	N	
	Pregnancy/ Maternity	N	In addition, we plan to install over 100 additional touchscreen ticketing machines which will be as easy to use as the digital screens in supermarkets, coffee shops or fast-food restaurants.
	Race	N	
	Religion	N	Customers who would like assistance at a TVM or would like to learn how to use one can speak to a member of staff at the station or use our assistance point/ communication (WhatsApp, Twitter, Webchat and via Customer Services) channels to seek assistance if the station is not staffed.
	Sex	N	
	Gender Reassignment	N	
	Sexual Orientation	N	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
How will closing ticket offices affect staff assisting me at the station?	Age	Y	This is the right time to review staffing times and we are currently looking at rostering and ensuring we have people at stations when we need them.
	Disability	Y	Currently, our colleagues at stations and onboard trains provide assistance, and this will continue. We will continue to provide this service and strive to improve it and bringing colleagues out of ticket offices means more people will be available to help customers with accessibility requirements, especially at our smaller stations.
	Marriage/ Civil Partnership	N	
	Pregnancy/ Maternity	Y	Alternatively, if a customer wishes to, they can book assistance two hours before traveling (www.southeasternrailway.co.uk/travel-information/more-travel-help/accessible-travel) and we aim to ensure that a member of staff will be present at least 10 minutes before your departure or they will arrive on the train the customers is intending on travelling on.
	Race	N	
	Religion	N	
	Sex	N	We have looked extensively at how we continue to help our customers with accessibility needs as we want to continue to

Consideration/ Questions	Characteristics	Impact?	Mitigation
How will closing ticket offices affect staff assisting me at the station?	Gender Reassignment	N	deliver excellent service and do better. We regularly consult with our Accessible Travel Advisory Panel (ATAP) and work alongside several accessibility experts.
	Sexual Orientation	N	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
There are a lot of different ticket types meaning fares can be complicated.	Age	Y	As part of ongoing reforms, the railway is reviewing all ticket types and looking for opportunities to simplify and streamline tickets and fares. Southeastern is an active participant in this change. You can also find an explanation of our tickets at www.southeasternrailway.co.uk/tickets/tickets-explained . Alternatively, our new multi-skilled customer experience experts at stations can help you with any ticketing queries.
	Disability	Y	
	Marriage/ Civil Partnership	Y	
	Pregnancy/ Maternity	Y	
	Race	Y	
	Religion	Y	
	Sex	Y	
	Gender Reassignment	Y	
Sexual Orientation	Y		
RAG after mitigation		Medium impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
The booking hall is the only step-free access to the station.	Age	Y	We are reviewing all our stations to understand how closing the ticket office will impact access
	Disability	Y	

Consideration/ Questions	Characteristics	Impact?	Mitigation
The booking hall is the only step-free access to the station.	Marriage/ Civil Partnership	N	to the entire station. This will be reviewed in the individual station's equality impact assessments.
	Pregnancy/ Maternity	Y	
	Race	N	
	Religion	N	
	Sex	N	
	Gender Reassignment	N	
	Sexual Orientation	N	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
Are you planning on making any changes to the staffing times of stations?	Age	Y	Yes, however, the changes are minor and published as part of consultation. We are currently looking at rostering and ensuring we have people at stations when we need them.
	Disability	Y	
	Marriage/ Civil Partnership	Y	
	Pregnancy/ Maternity	Y	
	Race	Y	
	Religion	Y	
	Sex	Y	
	Gender Reassignment	Y	
	Sexual Orientation	Y	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
Is Southeastern increasing the number of unstaffed stations served by driver-only operated services?	Age	Y	No, we will be maintaining existing current staffing levels in our stations served by driver-only operated services.
	Disability	Y	
	Marriage/ Civil Partnership	Y	
	Pregnancy/ Maternity	Y	
	Race	Y	
	Religion	Y	
	Sex	Y	
	Gender Reassignment	Y	
	Sexual Orientation	Y	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
With ticket offices closing I won't feel safe at the station.	Age	Y	All our stations are equipped with CCTV and with the new staff structure, staff will be more visible. Some stations will have more visits from staff than they currently do and will continue to be supported by our Rail Enforcement Officers, security colleagues and British Transport Police who focus on safety and security.
	Disability	Y	
	Marriage/ Civil Partnership	Y	
	Pregnancy/ Maternity	Y	
	Race	Y	
	Religion	Y	

Consideration/ Questions	Characteristics	Impact?	Mitigation
With ticket offices closing I won't feel safe at the station.	Sex	Y	We are also keen to expand our community engagement projects and want our stations to have pride and place in our communities.
	Gender Reassignment	Y	
	Sexual Orientation	Y	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
What about the services that the ticket office provides how will I get access to these?	Age	Y	Most of the services provided at ticket offices will still be available when staff work outside them, notably assistance with ticket selection and use of TVMs.
	Disability	Y	
	Marriage/ Civil Partnership	N	
	Pregnancy/ Maternity	N	At 14 key 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 Travel Centres will be modern, accessible and provide face-to-face service. These stations represent many of our busiest on the network with large numbers of customers, interchange or visiting tourists.
	Race	N	
	Religion	N	
	Sex	N	
	Gender Reassignment	N	
	Sexual Orientation	N	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
How would people know where the Travel Centres are going to be?	Age	Y	<p>We will communicate the locations of our Travel Centres across all our usual channels. The Travel Centres will be located at the following stations:</p> <ul style="list-style-type: none"> • Ashford International • Bromley South • Canterbury West • Dartford • Dover Priory • Hastings • London Bridge • London Charing Cross • London St Pancras International • London Victoria • Margate • Rochester • Sevenoaks • Tonbridge
	Disability	Y	
	Marriage/ Civil Partnership	Y	
	Pregnancy/ Maternity	Y	
	Race	Y	
	Religion	Y	
	Sex	Y	
	Gender Reassignment	Y	
	Sexual Orientation	Y	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
How will I get a ticket to make the journey to the Travel Centre	Age	Y	<p>The rail industry is exploring how this can be achieved. However, if a customer is unable to buy a ticket at their origin station they should buy it at the first available opportunity, either on board or at their destination.</p>
	Disability	Y	
	Marriage/ Civil Partnership	Y	
	Pregnancy/ Maternity	Y	
	Race	Y	
	Religion	Y	
	Sex	Y	

Consideration/ Questions	Characteristics	Impact?	Mitigation
	Gender Reassignment	Y	
	Sexual Orientation	Y	
RAG after mitigation		Medium impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
What if the TVM is out of service and there are no staff easily available at my origin station?	Age	Y	There are now more ways than ever before to buy a ticket. If you have made every attempt to buy a ticket at your origin station but have not been able, you may be able to buy a ticket from the onboard team or at your destination station.
	Disability	Y	
	Marriage/ Civil Partnership	Y	
	Pregnancy/ Maternity	Y	
	Race	Y	
	Religion	Y	
	Sex	Y	
	Gender Reassignment	Y	
	Sexual Orientation	Y	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
With the ticket offices closing will I be able to use cash at the TVMs?	Age	Y	We will retain the ability to make cash payments at stations with TVMs which accept cash. These are clearly signposted. We are exploring options to provide other points of sale which accept cash – some of these could be away from the station.
	Disability	Y	
	Marriage/ Civil Partnership	Y	
	Pregnancy/ Maternity	Y	
	Race	Y	
	Religion	Y	
	Sex	Y	
	Gender Reassignment	Y	
	Sexual Orientation	Y	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
Are there opportunities for station retailers to be contractually obliged to sell a range of tickets?	Age	Y	This is a long-term industry aim that is being explored currently in Wales under Transport for Wales. If successful, this is something we would look to explore.
	Disability	Y	
	Marriage/ Civil Partnership	Y	
	Pregnancy/ Maternity	Y	
	Race	Y	
	Religion	Y	
	Sex	Y	
	Gender Reassignment	Y	
	Sexual Orientation	Y	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
If there is poor signal, how does a colleague communicate using SignLive?	Age	Y	SignLive is currently only available at Network Rail managed stations. We are reviewing the success of this with plans to introduce this to Southeastern managed stations.
	Disability	Y	
	Marriage/ Civil Partnership	N	
	Pregnancy/ Maternity	N	
	Race	N	
	Religion	N	
	Sex	N	
	Gender Reassignment	N	
	Sexual Orientation	N	
RAG after mitigation		Medium impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
Some customers rely on an induction loop - what happens now that the ticket office may be closing?	Age	Y	For customers who benefit from the induction loops installed in our ticket offices, we hope that the flexibility of our staff will enable them to seek out a quiet area, with limited background noise, and to facilitate a conversation if needed. Additionally, all assistance points in our stations are fitted with an induction loop.
	Disability	Y	
	Marriage/ Civil Partnership	N	
	Pregnancy/ Maternity	N	
	Race	N	
	Religion	N	
	Sex	N	
	Gender Reassignment	N	
	Sexual Orientation	N	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
For some blind or visually impaired customer, the TVM is inaccessible without assistance.	Age	Y	Our staff will still be on hand to help but if there isn't anyone at the station to assist, please board the train and either buy a ticket on board or at your destination. Customers with visual impairments can also book their tickets and assistance from our contact centre.
	Disability	Y	
	Marriage/ Civil Partnership	N	
	Pregnancy/ Maternity	N	
	Race	N	
	Religion	N	
	Sex	N	
	Gender Reassignment	N	
	Sexual Orientation	N	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
Wheelchair users, blind or visually impaired travellers and their travel companions are eligible for concessionary discounts but these are only available from ticket offices	Age	N	We understand that not every type of ticket is available from TVM's yet which is why we will still have staff on stations who will be able to assist and have our 14 Travel Centres where customers will have access to help, information and all ticket selling facilities currently available at a ticket office.
	Disability	Y	
	Marriage/ Civil Partnership	N	
	Pregnancy/ Maternity	N	
	Race	N	
	Religion	N	
	Sex	N	
	Gender Reassignment	N	
	Sexual Orientation	N	
RAG after mitigation		Medium impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
What happens if my assistance is delayed due to disruption and I am unable to board my train?	Age	Y	Our teams will do everything they can to prevent this from happening. Where an On-Board Manager is available, our Customer Services Coordinators will make contact and advise them that someone has booked assistance. If the train does not have an On-Board Manager, it is likely that you will need to wait for the next service if a station team cannot be mobilised in time.
	Disability	Y	
	Marriage/ Civil Partnership	N	
	Pregnancy/ Maternity	Y	
	Race	N	
	Religion	N	
	Sex	N	
	Gender Reassignment	N	
	Sexual Orientation	N	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
Where would a customer wait for the Mobile Assistance team?	Age	Y	Meeting points can be found on the National Rail website for individual station pages under accessibility and support. Meeting point information can also be found on the Southeastern Website under Accessibility and Assisted Travel.
	Disability	Y	
	Marriage/ Civil Partnership	N	
	Pregnancy/ Maternity	Y	
	Race	N	
	Religion	N	
	Sex	N	
	Gender Reassignment	N	
	Sexual Orientation	N	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
With the proposed changes will I have to wait longer to get assistance?	Age	Y	Customers who have pre-booked assistance will be met at the correct time and should not have to wait. If customers have not booked assistance, Southeastern will endeavour to get to them as soon as possible. At some of our locations, there may be a delay in deploying our Mobile Assistance Staff due to the frequency of our services.
	Disability	Y	
	Marriage/ Civil Partnership	N	
	Pregnancy/ Maternity	Y	
	Race	N	
	Religion	N	
	Sex	N	
	Gender Reassignment	N	
	Sexual Orientation	N	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
Will there be enough members of staff who can provide assistance to everyone requesting assistance across the network?	Age	Y	We are not closing or unstaffing any stations in these proposals. In fact, 18 stations will be restaffed as current vacancies are addressed by moving our people to where they are most needed. We will have more visible staff at stations than today, and our ticket office staff will receive support and training to transition into their new roles where they can provide a wider range of customer support including accessibility and safeguarding.
	Disability	Y	
	Marriage/ Civil Partnership	N	
	Pregnancy/ Maternity	Y	
	Race	N	
	Religion	N	
	Sex	N	
	Gender Reassignment	N	
	Sexual Orientation	N	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
Will the Travel Centre take cash?	Age	Y	Yes, you will be able to use cash to buy a ticket at the Travel Centre. Many TVMs also accept cash payment.
	Disability	Y	
	Marriage/ Civil Partnership	N	
	Pregnancy/ Maternity	N	
	Race	N	
	Religion	N	
	Sex	N	
	Gender Reassignment	N	
	Sexual Orientation	N	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
I have a Disabled Persons Railcard can I still get a discount if the ticket office is closed?	Age	Y	Disabled Persons Railcard discounted fares can also be obtained from our Travel Centres, on the SE website, in the SE app, or from staff selling tickets in stations or on board our trains.
	Disability	Y	
	Marriage/ Civil Partnership	N	
	Pregnancy/ Maternity	N	
	Race	N	
	Religion	N	
	Sex	N	
	Gender Reassignment	N	
	Sexual Orientation	N	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
Will ticket office staff and those impacted by the closing of the ticket offices be trained to guide visually impaired/ blind customers?	Age	Y	Yes, all our frontline colleagues will be trained to provide guidance to customers. If they are unable to do so due to medical, religious, or cultural reasons, they will direct customers to a colleague that can.
	Disability	Y	
	Marriage/ Civil Partnership	N	
	Pregnancy/ Maternity	Y	
	Race	Y	
	Religion	Y	
	Sex	N	
	Gender Reassignment	N	
	Sexual Orientation	N	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
Will staff be trained to provide ramp assistance?	Age	Y	Yes, all our frontline staff will be trained to provide ramp assistance. If they are unable to do so due to medical, religious or cultural reasons, they will direct customers to a colleague that can.
	Disability	Y	
	Marriage/ Civil Partnership	N	
	Pregnancy/ Maternity	Y	
	Race	Y	
	Religion	Y	
	Sex	N	
	Gender Reassignment	N	
	Sexual Orientation	N	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
Will I be able to buy a ticket before travelling?	Age	Y	Yes, we want to give every customer the opportunity to buy their tickets before travelling and are enhancing more convenient ticket purchasing opportunities.
	Disability	Y	
	Marriage/ Civil Partnership	Y	
	Pregnancy/ Maternity	Y	
	Race	Y	
	Religion	Y	
	Sex	Y	
	Gender Reassignment	Y	
	Sexual Orientation	Y	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
With the closing of ticket offices, what impact will these changes have in relation to customer safety at the station?	Age	Y	Any staffing changes made should only result in an improvement in staffing availability at stations. We are currently looking at rostering and ensuring we have people at stations when we need them. We understand this may impact our colleagues with caring responsibilities which is why they will have individual conversations with their managers, these will go over and above the protected characteristics and be specific to their individual needs and circumstances.
	Disability	Y	
	Marriage/ Civil Partnership	Y	
	Pregnancy/ Maternity	Y	

Consideration/ Questions	Characteristics	Impact?	Mitigation
With the closing of ticket offices, what impact will these changes have in relation to customer safety at the station?	Race	Y	<p>We heavily invest in our stations and making sure they feel and look safe is incredibly important to us. All our stations are equipped with CCTV and with the new staff structure, more staff will be more visible.</p> <p>We will continue to be supported by our 100 Rail Enforcement Officers, security colleagues and British Transport Police who focus on safety and security. We are also keen to expand our community engagement projects and want our stations to have pride and place in our communities.</p>
	Religion	Y	
	Sex	Y	
	Gender Reassignment	Y	
	Sexual Orientation	Y	
RAG after mitigation		Low impact expected	

Consideration/ Questions	Characteristics	Impact?	Mitigation
What if I only have cash to purchase a ticket?	Age	Y	We will retain the ability to make cash payments at all stations where Ticket Vending Machines currently offer this option. We are exploring options to provide other points of sale which accept cash – some of these could be away from the station. Our Ticket Vending Machines (TVMs) are highly reliable by and large and we monitor their service level constantly.
	Disability	Y	
	Marriage/ Civil Partnership	Y	
	Pregnancy/ Maternity	Y	
	Race	Y	
	Religion	Y	If customers have made every attempt to buy a ticket at their origin station, including if they only have cash as a method of payment and card is the only payment option available, they may be able to buy one from the team on board their train or buy one at their destination.
	Sex	Y	
	Gender Reassignment	Y	
	Sexual Orientation	Y	
RAG after mitigation		Low impact expected	

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 sells 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.

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?

This EqIA does not contain demographic information as it covers the entire network and we felt that the data should be reviewed at a more local level. Therefore, the census data for the ward surrounding each station from 2021 is being used in the individual stations' EqIA to provide a more representative measure.

However, we have established a working group of subject matter experts internally who have all contributed to the creation of this document. Externally we have a membership with Inclusive Employers, who have provided us with support and training, we have engaged and shared our plans with our Accessible Travel Advisory Panel and Accessibility experts with further engagement expected with stakeholder groups from July 2023.

With regards to information on ticket purchasing habits, data over the past five years reveals that:

- paper ticket sales via ticket offices have fallen dramatically by almost 40% (or by 4.3 million tickets) as more and more of us move to purchase tickets online.

- The number of tickets sold to customers using the SE website and app combined has increased by 155% (from 1.25 million tickets in 2017/18 to 3.20 million tickets in 2022/23).
- In our Metro (London) area, our customers can use Oyster or Contactless to pay for their journey – this is already by far the most popular way of paying for a journey in this area. 89% of journeys on our services in the London Travelcard area in 2022/23 were made using Oyster or Contactless.

6. After completing this EqlA, what is your decision?

An EqlA 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 EqlA 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 EqlA** 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

1. Change the work	N
2. Continue the work	N
3. Proceed with caution	N
4. Complete a more detailed EqlA (see note)	Y
5. Stop the work	N

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 EqlA 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

Action	By When?	By Whom?
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.

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