

Ticket Office Workforce Reform Draft Overarching Equality Impact Assessment

Note: This is a working document which will continue to be developed during and post consultation.



greater
anglia

Equality Impact Assessment

Name of Project / Programme	Ticket Office Workforce Reform
EqlA Authors & Role	Heads of Customer Service
Document Version Number	v1.0 initial draft

Step 1: Type of Project (tick all that apply)

<input checked="" type="checkbox"/>	<p>Physical changes.</p> <p>This includes proposed changes to stations, trains, offices, depots, or other buildings / assets managed by Greater Anglia (temporary or permanent). This includes any work carried out by Greater Anglia or our contractors</p>
<input type="checkbox"/>	<p>Events & Communications.</p> <p>Including conferences, training courses, meetings, public consultations, etc.</p>
<input checked="" type="checkbox"/>	<p>Policy, Process and Standards. Introduction or removal of a policy, process or standard.</p>
<input type="checkbox"/>	<p>Information Technology (IT). Design, development, or enhancement projects.</p>
<input type="checkbox"/>	<p>Digital Experience.</p> <p>Any changes to the digital experience for customers and/or colleagues, including website and mobile applications.</p>
<input checked="" type="checkbox"/>	<p>Retail & Ticketing.</p> <p>Any proposed changes to ticket offerings, including adding / removing types of ticket and any changes to offerings, such as platform available or eligibility criteria.</p>
<input type="checkbox"/>	<p>Procurement of goods and/or services.</p>
<input checked="" type="checkbox"/>	<p>Business Change including reorganisation and transformation programme.</p>
<input type="checkbox"/>	<p>Other – please explain below.</p>



Step 2: Project Aims and Objectives and the Impact

Q1. What are the aims, objectives and/or purpose of this project/piece of work?

Project Aims

Overview

Greater Anglia is proposing changes to the way tickets are sold and customer service is provided at its stations.

The proposals form part of plans to bring the railway more in line with modern customer expectations. They reflect significantly reduced usage of ticket offices over the past decade (accelerated by the COVID-19 pandemic) as customers move to alternative, more convenient ways of buying tickets. Most tickets are now bought either online or through ticket machines. National ticket office usage has declined from 34% of transactions in 2012/13 to 12% in 2021/22. Further, a survey of nearly 20,000 rail customers found that 84% thought that the current system is not fit for purpose and should be reformed (Department for Transport (DfT), 2022).

Under the plans, staff would undertake a new, more flexible 'customer host' role, providing advice about the best and cheapest fares, and supporting customers with other queries and accessibility needs, rather than being confined to the ticket office.

We would continue to meet all our commitments on providing accessibility for passengers, including passengers with reduced mobility and people requiring in-person assistance (both booked and unbooked assistance). We also would create additional mobile assistance teams, offering greater flexibility and support in providing assistance.

We would continue to comply with ORR's Accessible Travel Policy requirements.

Key elements of programme:

- For the Greater Anglia network, all 54 stations which currently have ticket offices would switch to the new model of retailing.
- A national consultation is taking place, commencing on 5 July 2023. Feedback is being managed centrally by two 'watchdogs' – Transport Focus and London TravelWatch. After the conclusion of the consultation, this feedback will inform decisions on the plans to be taken forward.
- At seven major stations – London Liverpool Street, Chelmsford, Colchester, Ipswich, Norwich, Stansted Airport and Cambridge – Customer Information Centres (CICs) would sell a full range of products, as well as providing help with more complex transactions.
- Across the remaining 47 stations, there would be three variations in the ticket retailing and support options available:
 - Stations where staff would be available on site throughout the day, as now
 - Stations where staff would be available on site for part of the day, as now
 - Stations where staff would be available on site for fewer hours than now



- Ticket office and station service staff would be re-trained to undertake a 'customer host' role, including gateline attendance, Passenger Assistance, security patrols, and maintenance checks.
- Mobile teams will be established to provide cross-network assistance at stations outside of staffing hours, including in the evening and at night. Staff will be rostered to groups of stations in areas rather than being based at individual stations.

Equality Impact Assessment (EqIA) approach

54 separate EqIAs have been conducted for the 54 stations affected by the programme. This approach recognises that each of these stations is unique, and allows for proper consideration of issues, risks and mitigations at the local level.

The 54 stations are as follows:

- | | | |
|----------------------|---------------------------------|--------------------------|
| • Audley End | • Great Yarmouth | • Rye House |
| • Billericay | • Harlow Town | • Sawbridgeworth |
| • Bishop's Stortford | • Hatfield Peverel | • Shelford |
| • Braintree | • Hertford East | • Shenfield |
| • Brimsdown | • Hockley | • South Woodham Ferrers |
| • Broxbourne | • Ingatestone | • Southend Victoria |
| • Burnham-on-Crouch | • Ipswich (CIC) | • St Margarets |
| • Cambridge (CIC) | • Kelvedon | • Stansted Airport (CIC) |
| • Chelmsford (CIC) | • London Liverpool Street (CIC) | • Stansted Mountfitchet |
| • Cheshunt | • Lowestoft | • Stowmarket |
| • Clacton-on-Sea | • Manningtree | • Thetford |
| • Colchester (CIC) | • March | • Tottenham Hale |
| • Colchester Town | • Marks Tey | • Waltham Cross |
| • Diss | • Newport | • Ware |
| • Elsenham | • Norwich (CIC) | • Whittlesford Parkway |
| • Ely | • Prittlewell | • Wickford |
| • Enfield Lock | • Rayleigh | • Witham |
| • Frinton-on-Sea | • Rochford | • Wivenhoe |

The information on our proposal for each station is available on our website (www.greateranglia.co.uk/consult).

Q2. Could this work impact on people? (customer / colleagues)

Does the final aim or outcome of the work have potential impacts on people (either colleagues or customers)?	Yes
Will staging or temporary works during delivery have potential impacts on people (either colleagues or customers)?	Yes

If yes, briefly explain below how this work could affect people, considering our duty to promote equality, tackle discrimination and foster good relationships between groups. Then go to Step 3.

If no, you must still explain below why there will be no impact. Then go to Step 9 for sign-off.



Reasons why the project will or will not have an impact

Ticket office workforce reform will introduce lasting changes to the service, altering the way in which customer service is delivered. This may disproportionately affect certain groups.

Draft - Subject to Consultation



Step 3: The Evidence Base

Q3. What evidence has been used for this assessment?

Each EqIA uses a range of data and evidence:

- Local area information and demographic data – age, ethnicity, first language preference, religion, disability, crime, educational/ medical/ religious establishments, major employers, charitable organisations, and any seasonal data trends. The information is tailored to correspond with the regions and local areas covered by the Greater Anglia network.
- Station-specific information – including accessibility information (e.g. step-free category and tactile paving), footfall, and Passenger Assistance data (21/22, 22/23, and 23/24 (so far)).



Step 4: Impact Assessment

Q4. Considering the evidence, explain the positive and/negative impacts the work will have on people with protected characteristics. What are the risk factors? What mitigations will be put in place to eliminate or, if not possible, reduce the negative impacts? If a risk is to be accepted, please highlight this and set out your reasoning.

The below risks and corresponding mitigations summarise what is being assessed in individual station EqIAs.

<input checked="" type="checkbox"/> Age	
Potential negative impacts	<ol style="list-style-type: none"> 1. Perception that customers without smartphone or internet access who are more reliant on ticket office to use the service, will be restricted by the reforms 2. Perception that ticket office reform limits provision of unbooked assistance at stations where static staff presence is reduced 3. Ticket office reforms will cause anxiety for those customers who are more reliant on human interaction to travel - in general but also at specific times, e.g. during periods of disruption 4. There is a sudden surge in demand for passenger assistance (e.g. peak period, summer season, etc) and not enough staff are available to assist, leading to delays in service provision 5. Crime, anti-social behaviour and fear of crime (including hate crime) may increase as ticket offices are closed and static colleague presence reduced 6. Accessibility and suitability of Ticket Vending Machines (TVMs): There are currently a range of tickets and railcards which can only be purchased via ticket office (including discounts for wheelchair users and customers with a visual impairment); some TVMs do not accept cash payments; some customers may struggle to use a TVM, e.g. due to disability 7. Certain aspects of service delivery may be reliant on the ticket office: landline telephone for handover protocol; hearing loops; meeting point for assistance 8. Delay in mobile staff getting to the station prevents customer from obtaining assistance. Could result in: Missed train & poor customer experience; customer attempting to self-board, putting themselves at great risk 9. Customer pulls emergency cord in accessible toilet or pushed emergency button in a lift and no station staff are on site to help.
Mitigations	<ol style="list-style-type: none"> 1. Proposed on site, static, rostered staffing is aligned with periods of peak customer demand. Planned, scheduled staff availability will be made available on the website and station signage, with all stations having customer hosts present for at least Monday to Friday morning shifts – and longer hours and other days as well in many cases. There will be advanced communications around the changes, including



signposting to alternative means of buying tickets, so that customers can prepare in advance.

Passenger Assistance data will be monitored for each station and the service will remain adaptable to change.

Communications and signage (that considers accessibility requirements) will set out options for requesting assistance when station is not staffed. Outside of static hours, there are Ticket Vending Machines (TVMs) at every station that conform to DfT's 'Design Standards for Accessible Stations'. Our TVMs have Virtual Ticket Assistance (ViTA) – a 'help' (ticket assistance) button to connect customers to our 24/7 Customer Contact Centre in Norwich.

Colleagues can take over ticket purchase and issue for the customer (and can also organise assistance).

Our Accessible Travel Policy commits to customer being able to board train without a ticket if the TVM is inaccessible to them. Customer can then buy ticket onboard (if available) or at their destination station without a penalty. This is an ORR requirement.

'Project Oval' – rollout of contactless payment across South East of England will further mitigate against need to buy tickets (although this is some time away: 2024-2025)

2. See 1. In addition, assistance can also be requested through the help points at our stations, which are equipped with hearing loops. The deployment of mobile teams also enables assistance to be provided outside of staffing hours (including in the evening and at night), where currently there is a reliance on alternative accessible transport. For services with Conductors onboard, outside of staffing hours Conductors will provide assistance (as they do now).
3. Where there are reductions to static hours at stations, this will be partially offset by the deployment of mobile teams out of hours across the network.

Multi-channel communications will help make customers aware and prepared for the changes in advance. Clear, consistent, reliable information to be displayed throughout all stations to guide customers. Management of disruption is being covered separately by an internal working group.

4. This is an existing risk and not a result of service changes. Events and seasonal planning are/ will be actively considered in station and route plans. Agency staff can be used to provide short-term support where required.
5. Strong communications will help to reassure customers. With new multi-skilled role and use of mobile teams, staff presence may improve (particularly at stations that do not have staff presence on weekends today, for example), so the station may appear busier and feel more secure. All stations are well-lit and utilise the latest CCTV technology with live streams to our Control room. Our help points also have an emergency button to connect customers to the emergency services. Once pressed, the integrated camera will start recording and will alert our Control room.



	<p>6. TVMs for both cash and card are located at all stations in scope for ticket office reform. Availability of ticket types and railcards is being looked at as a national issue ahead of reform implementation. Our staff are trained to proactively look out for and help any customer who may need assistance. We support many national schemes, such as sunflower lanyards. Assistance cards are also available to customers so that they can discreetly ask staff for help if they feel anxious about declaring something in a public space. As noted above, the 'help' (ticket assistance) button can be used to support ticket purchasing, and customers are able to board the train without a ticket if the TVM is inaccessible to them.</p> <p>7. Solution to be determined ahead of implementation to ensure handover protocol works effectively. Calls will continue to be received at the station, but as staff will not be in a Ticket Office, the use of a landline is not practical. This is being discussed internally. The placement of hearing loops is being discussed internally to ensure one continues to be available at stations to enable customers to interact with staff. The provision of meeting points is an ORR requirement. Discussion will be had with the local management teams to determine this.</p> <p>8. Delays are possible; however risk is low given the proximity of stations on mobile team patches. Mobile teams are well positioned to get to neighbouring stations in their area. There is already mobile team on our network between Billericay and Southminster, and Billericay and Prittlewell which works effectively to provide assistance to customers outside of staffing hours. Service can be modified based on ongoing collection of data and feedback In-house mobile transport (vans) will be available. If we could not provide in-person assistance, we would provide alternative accessible transport. Customers can leave their mobile number so we can contact in delays, but the development of the Passenger Assist staff app needs to be monitored to ensure customer profiles are visible</p> <p>9. This risk is being discussed internally to ensure an appropriate response time for customers.</p>
Potential positive impacts	<p>1. A net positive impact is anticipated once the changes have been implemented, with staff more visible and customer focussed and better able to assist, leading to an improved customer experience</p> <p>2. The use of mobile teams reduces our reliance on alternative accessible transport, meaning that more customers will be able to complete their full journey by train.</p> <p>3. Colleague availability will improve – combination of static and mobile colleagues will be available for longer hours than currently</p> <p>4. Actual crime/ perceptions of crime may improve due to increased staff presence and visibility</p>



Disability

<p>Potential negative impacts</p>	<ol style="list-style-type: none"> 1. Perception that customers without smartphone or internet access who are more reliant on ticket office to use the service, will be restricted by the reforms 2. Perception that ticket office reform limits provision of unbooked assistance at stations where static staff presence is reduced 3. Ticket office reforms will cause anxiety for those customers who are more reliant on human interaction to travel - in general but also at specific times, e.g. during periods of disruption 4. There is a sudden surge in demand for passenger assistance (e.g. peak period, summer season, etc) and not enough staff are available to assist, leading to delays in service provision 5. Crime, anti-social behaviour and fear of crime (including hate crime) may increase as ticket offices are closed and static colleague presence reduced 6. Accessibility and suitability of Ticket Vending Machines (TVMs): There are currently a range of tickets and railcards which can only be purchased via ticket office (including discounts for wheelchair users and customers with a visual impairment); many TVMs do not accept cash payments; some customers may struggle to use a TVM, e.g. due to disability 7. Certain aspects of service delivery may be reliant on the ticket office: landline telephone for handover protocol; hearing loops; meeting point for assistance 8. Delay in mobile staff getting to the station prevents customer from obtaining assistance. Could result in: Missed train & poor customer experience; customer attempting to self-board, putting themselves at great risk 9. Customer pulls emergency cord in accessible toilet or pushed emergency button in a lift and no station staff are on site to help.
<p>Mitigations</p>	<ol style="list-style-type: none"> 1. Proposed on site, static, rostered staffing is aligned with periods of peak customer demand. Planned, scheduled staff availability will be made available on the website and station signage, with all stations having customer hosts present for at least Monday to Friday morning shifts, and longer hours and other days as well in many cases. There will be advanced communications around the changes, including signposting to alternative means of buying tickets, so that customers can prepare in advance. Passenger Assistance data will be monitored for each station and the service will remain adaptable to change. Communications and signage (that considers accessibility requirements) will set out options for requesting assistance when station is not staffed. Outside of static hours, there are TVMs at every station that conform to DfT's 'Design Standards for Accessible Stations'. Our TVMs have – a 'help' (ticket assistance) button to connect customers to our 24/7 Customer Contact Centre in Norwich. Colleagues can take over ticket purchase and issue for the customer



(and can also organise assistance).

Our Accessible Travel Policy commits to customer being able to board train without a ticket if the TVM is inaccessible to them. Customer can then buy ticket onboard (if available) or at their destination station without a penalty. This is an ORR requirement.

'Project Oval' – rollout of contactless payment across South East of England will further mitigate against need to buy tickets (although this is some time away: 2024-2025)

2. See 1. In addition, assistance can also be requested through the help points at our stations, which are equipped with hearing loops. The deployment of mobile teams also enables assistance to be provided outside of staffing hours (including in the evening and at night), where currently there is a reliance on alternative accessible transport. For services with Conductors onboard, outside of staffing hours Conductors will provide assistance (as they do now).
3. Where there are reductions to static hours at stations, this will be partially offset by the deployment of mobile teams out of hours across the network.
Multi-channel communications will help make customers aware and prepared for the changes in advance. Clear, consistent, reliable information to be displayed throughout all stations to guide customers. Management of disruption is being covered separately by an internal working group.
4. This is an existing risk and not a result of service changes. Events and seasonal planning are/ will be actively considered in station and route plans. Agency staff can be used to provide short-term support where required.
5. Strong communications will help to reassure customers. With new multi-skilled role and use of mobile teams, staff presence may improve (particularly at stations that do not have staff presence on weekends today, for example), station may appear busier and feel more secure. All stations are well-lit and utilise the latest CCTV technology with live streams to our Control room. Our help points also have an emergency button to connect customers to the emergency services. Once pressed, the integrated camera will start recording and will alert our Control room.
6. TVMs for both cash and card are located at all stations in scope for ticket office reform.
Availability of ticket types and railcards is being looked at as a national issue ahead of reform implementation.
Our staff are trained to proactively look out for and help any customer who may need assistance. We support many national schemes, such as sunflower lanyards. Assistance cards are also available to customers so that they can discreetly ask staff for help if they feel anxious about declaring something in a public space. As noted above, the 'help' (ticket assistance) button can be used to support ticket purchasing, and customers are able to board the train without a ticket if the TVM is inaccessible to them.



	<p>7. Solution to be determined ahead of implementation to ensure handover protocol works effectively. Calls will continue to be received at the station, but as staff will not be in a Ticket Office, the use of a landline is not practical. This is being discussed internally.</p> <p>The placement of hearing loops is being discussed internally to ensure one continues to be available at stations to enable customers to interact with staff.</p> <p>The provision of meeting points is an ORR requirement. Discussion will be had with the local management teams to determine this.</p> <p>8. Delays are possible; however risk is low given the proximity of stations on mobile team patches. Mobile teams are well positioned to get to neighbouring stations in their area. There is already mobile team on our network between Billericay and Southminster, and Billericay and Prittlewell which works effectively to provide assistance to customers outside of staffing hours. Service can be modified based on ongoing collection of data and feedback</p> <p>In-house mobile transport (vans) will be available.</p> <p>If we could not provide in-person assistance, we would provide alternative accessible transport.</p> <p>Customers can leave their mobile number so we can contact in delays, but the development of the Passenger Assist staff app needs to be monitored to ensure customer profiles are visible</p> <p>9. This risk is being discussed internally to ensure an appropriate response time for customers.</p>
Potential positive impacts	<p>1. A net positive impact is anticipated once the changes have been implemented, with staff more visible and customer focussed and better able to assist, leading to an improved customer experience</p> <p>2. The use of mobile teams reduces our reliance on alternative accessible transport, meaning that more customers will be able to complete their full journey by train.</p> <p>3. Colleague availability will improve – combination of static and mobile colleagues will be available for longer hours than currently</p> <p>4. Actual crime/ perceptions of crime may improve due to increased staff presence and visibility</p>

<input checked="" type="checkbox"/> Gender Reassignment	
Potential negative impacts	<p>1. Crime, anti-social behaviour and fear of crime (including hate crime) may increase, as ticket offices are closed and static colleague presence reduced at some stations.</p>
Mitigations	<p>1. Generally considered to be a low risk as all affected stations are well-lit and utilise modern CCTV technology with livestreams to our Control room.</p> <p>All station help points have an emergency button to connect customers to the emergency services. Once pressed, the integrated camera will start recording and will alert our Control room.</p> <p>Local area data has been considered in each EqIA.</p>



Potential positive impacts	1 The use of mobile assistance teams and new multi-skilled customer service staff may lead to reduced levels of crime/anti-social behaviour/ fear of crime, as at certain points, including evenings and night times, there may be increased staff presence and visibility around the station.
----------------------------	--

<input type="checkbox"/> Marriage and Civil Partnership	
Potential negative impacts	No evidence of impact based on this characteristic
Mitigations	
Potential positive impacts	

<input checked="" type="checkbox"/> Race	
Potential negative impacts	<ol style="list-style-type: none"> 1. Ticket office closure negatively impacts customers for whom English is not their first language, as they may struggle with TVMs and be less able to ask for help. 2. Crime, and fear of crime (including hate crime) may increase, as ticket office is closed and static colleague presence reduced.
Mitigations	<ol style="list-style-type: none"> 1. Redeployed 'multi-skilled' station staff will still be on-hand to assist all customers at peak times. TVMs have option to display information in several other languages. ViTA is available 24/7 to support customers with ticket purchase as well as other information. The help point can also be used for information. Local area data has been considered in each EqIA. 2. Generally considered to be a low risk as all affected stations are well-lit and utilise modern CCTV technology with livestreams to our Control room. All station help points have an emergency button to connect customers to the emergency services. Once pressed, the integrated camera will start recording and will alert our Control room. Local area data has been considered in each EqIA.
Potential positive impacts	1 It is likely that the use of mobile assistance teams and new multi-skilled customer service staff may lead to reduced levels of crime/anti-social behaviour/ fear of crime, as at certain points including evenings and night times there may be increased staff presence and visibility around the station.

<input checked="" type="checkbox"/> Religion or belief	
Potential negative impacts	1. Crime, anti-social behaviour and fear of crime (including hate crime) may increase, as ticket offices are closed and static colleague presence reduced at some stations.



Mitigations	<p>1 Generally considered to be a low risk as all affected stations are well-lit and utilise modern CCTV technology with livestreams to our Control room.</p> <p>All station help points have an emergency button to connect customers to the emergency services. Once pressed, the integrated camera will start recording and will alert our Control room.</p> <p>Local area data has been considered in each EqIA.</p>
Potential positive impacts	<p>1 The use of mobile assistance teams and new multi-skilled customer service staff may lead to reduced levels of crime/anti-social behaviour/fear of crime, as at certain points including evenings and night times there may be increased staff presence and visibility around the station.</p>

Sex

Potential negative impacts	<p>1. Crime, anti-social behaviour and fear of crime (including hate crime) may increase, as ticket offices are closed and static colleague presence reduced at some stations.</p>
Mitigations	<p>1. Generally considered to be a low risk as all affected stations are well-lit and utilise modern CCTV technology with livestreams to our Control room.</p> <p>All station help points have an emergency button to connect customers to the emergency services. Once pressed, the integrated camera will start recording and will alert our Control room.</p> <p>Local area data has been considered in each EqIA.</p>
Potential positive impacts	<p>1. The use of mobile assistance teams and new multi-skilled customer service staff may lead to reduced levels of crime/anti-social behaviour/fear of crime, as at certain points including evenings and night times there may be increased staff presence and visibility around the station.</p>

Sexual Orientation

Potential negative impacts	<p>1. Crime, anti-social behaviour and fear of crime (including hate crime) may increase, as ticket offices are closed and static colleague presence reduced at some stations.</p>
Mitigations	<p>1. Generally considered to be a low risk as all affected stations are well-lit and utilise modern CCTV technology with livestreams to our Control room.</p> <p>All station help points have an emergency button to connect customers to the emergency services. Once pressed, the integrated camera will start recording and will alert our Control room.</p> <p>Local area data has been considered in each EqIA.</p>
Potential positive impacts	<p>1 The use of mobile assistance teams and new multi-skilled customer service staff may lead to reduced levels of crime/anti-social behaviour/fear of crime, as at certain points including evenings and night times there may be increased staff presence and visibility around the station.</p>



Pregnancy & Maternity

Potential negative impacts	<ol style="list-style-type: none">1. Expectant mother/ parent with pram is less able to obtain assistance at stations where static hours are reduced2. Customer pulls emergency cord in accessible toilet or pushed emergency button in a lift and no station staff are on site to help.
Mitigations	<ol style="list-style-type: none">1. Risk likelihood dependent upon colleague availability at each station2. This risk is being discussed internally to ensure an appropriate response time for customers.
Potential positive impacts	<ol style="list-style-type: none">1. Following reform, mobile teams will allow greater flexibility to provide assistance throughout the day, including in the evening and at night. At stations where there is no staff presence at the weekend at the moment, this will be a betterment in service.



Step 5: Consultation

Q5. How has consultation with those who share protected characteristics informed your work?

This section will be updated as stakeholder meetings happen.

List any stakeholders you have consulted or reference previous relevant consultation	What issues were raised in relation to one or more of the protected characteristics and what changes were recommended?
Initial consultation between DfT, RDG and members of the Voluntary & Community Sector	Awaiting summary details from RDG.
Public consultation to be managed nationally by Transport Focus and London Travelwatch	Public consultation to commence on 5 July 2023. Greater Anglia will be meeting regularly with Transport Focus and London TravelWatch (at least weekly) to understand what feedback the public have provided to inform proposals (as necessary).
Greater Anglia's Accessibility Panel	Managed by Accessibility & Inclusion Manager. Meetings scheduled on 6/7/2023 and 7/7/2023, with further meetings moving forward to review EqIAs.
Accessibility & Inclusion Manager, Greater Anglia	Peer review of risks and issues from accessibility perspective.
TVM Project Manager, Greater Anglia	Information and guidance regarding TVMs and compliance against DfT 'Design Standards for Accessible Stations'.
Stakeholder briefing and meetings	Email to key stakeholders on 5/7/23, followed by 5 separate briefings for rail user groups, MPs, business organisations, community rail partnerships and local authorities organised by GA Head of Corporate Affairs during W/C 10/07/2023.
Local organisations that represent those with protected characteristics.	Details of organisations on Greater Anglia's network have been sought. Email communication sent on 5/7/2023 to 188 organisations to advise them about the public consultation and encourage their input. A reminder will be sent one week prior to the public consultation closing.



Step 6: Informed Decision-Making

Q6. Having assessed the potential impact, how will you proceed? Select one and explain your rationale.

This section will be completed once consultation (both internal and external) has concluded.

Continue the work because no potential negative impacts found

Justify and continue the work despite negative impacts (please provide justification)

Change the work to mitigate against potential negative impacts found

Stop the work because discrimination is unjustifiable and no obvious ways to mitigate



Step 7: Action Planning & Next Steps

Q7. What specific actions will be taken to deliver positive impacts and address any potentially negative impacts you have identified?

An internal working group has been established, including a working group with the other Transport UK Group Train Operating Companies – West Midlands Trains and East Midlands Railway – to work collaboratively on actions to mitigate risks. Below is not an exhaustive list of actions that we are looking at.

Action	By when	Responsible Person
Passenger Assistance data to be continually monitored to ensure rosters remain suitable to customer demand.	Ongoing	Heads of Customer Service
Customer insight to be monitored to understand if feedback suggests that changes are required.	Ongoing	Accessibility & Inclusion Manager and Heads of Customer Service
Develop station signage to make it clear how customers can receive assistance. Network wide roll-out at unstaffed and part-time staffed locations.	Ongoing	Working Group consideration
Consider location of hearing loops.	Ongoing	Working Group consideration
Updates to station signage to ensure help points, etc. can be easily identified.	Ongoing	Working Group consideration
Work up solution for station landlines so staff will be able to continue to use them for the handover protocol.	Ongoing	Working Group consideration
Planning for disruption to ensure vulnerable customers are supported and prioritised.	Ongoing	Working Group consideration
Confirm process for responding to emergency alarms in accessible toilets and lifts when stations are unstaffed.	Ongoing	Working Group consideration
Monitor Passenger Assist Staff app developments, especially access to customer profiles.	Ongoing	Accessibility & Inclusion Manager
Forward any feedback from stakeholder briefings or any correspondence into Greater Anglia to the Working Group for consideration in any updated proposals	Ongoing	Head of Corporate Affairs to Working Group for consideration



Step 8: Monitoring & Review

**Q8. How will you monitor the impact of your project once it has been put into effect?
How will you monitor the success of mitigation activities you have put in place?**

Monitoring

Regular reviews will be scheduled to monitor Passenger Assistance data from RDG. Through our internal Passenger Assistance PowerBi dashboard, we can review the day of the week and time of day customers are travelling to monitor demand.

Customer insight will also be monitored from customer complaints (including where Passenger Assistance has failed), Greater Anglia's Accessibility Panel mystery shops, and Greater Anglia's We're All Ears customer survey.

This information will inform our understanding as to whether the final agreed rosters continue to be suitable for customer need.



Step 9: Review & Sign Off

Role	Name	Signed	Date
EqlA Author(s)	Heads of Customer Service	Heads of Customer Service	5/7/23
SuperUser(s)			
SuperUser Feedback/ Recommendations Summary	Greater Anglia's internal EqlA review panel are currently reviewing the ticket office reform EqlAs. Once completed and the EqlAs are in their 'finalised' form, the Commercial Director will sign the ticket office reform EqlAs off.		
Signatory	Commercial Director		

Next review date	Version	All published copies updated?
This EqlA will continue to be developed during and post-consultation		

