

Diversity Impact Assessment (DIA)

Project: Schedule 17 Review for Station Closures

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Directorate/Team	Customer Operations
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Document History

Version No.	Date	Reason for Issue
V1	29/09/2021	Initial assessment
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Document Governance

	Name and position	Signed	Date
SRO	[REDACTED]	Click or tap here to enter text.	Click or tap to enter a date.
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Exec Director	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap to enter a date.

Step 1: Clarifying Aims

Q1. What are the aims of this project/piece of work?

To conduct a comprehensive review of ticket office opening times with the aim to realign resources with customer demand. The review will adopt relevant guidance on changes to ticket office hours (<https://www.gov.uk/government/publications/changes-to-railway-ticket-office-opening-hours>).

The proposed changes could result in the closure of up to 3 ticket offices at stations that are deemed to be “not busy” (as per Dft guidance).

Staff at these stations will be realigned into more productive roles and will be moved around the network as a visible presence at stations and on trains during times when customers need it most.

This includes:

- Customer assistance and additional retailing at our busiest locations during peak periods to alleviate queues
- Collaboration with British Transport Police colleagues in managing antisocial behaviour and fare evasion
- Assisting our revenue protection teams at barriers and on trains across the network
- Engaging in wider community initiatives such as adopt a station, school safety initiatives and climate change / CO2 reduction

Q2. Could this work impact on people?

No (Please go to Q3)

Yes

If yes, briefly explain how this work could affect people (considering your duty to promote equality, tackle discrimination and foster good relations between groups)

Customers

Our customers are representative of society as a whole and will include many people with protected characteristics as described in the Equalities Act 2010. The public service which ScotRail provides is a vital component of Scotland's economy, linking towns and cities across the country, and transporting our customers quickly and efficiently. The provision of "service" is underpinned by many policies and procedures to ensure that regardless of who our customers are, that ScotRail does not discriminate against customers in the design, development and day to day running of the operation.

The Schedule 17 proposals for ticket office closures will have to consider very carefully the potential implications of these changes on all our customers as it will impact on the operation of:

- Passenger assistance
- Purchasing tickets (reduced rate tickets/concessions)

Staff

We understand that Station closures could potentially impact staff with protected characteristics. Until we get to consultation phase, we will be unable to identify if staff are impacted by station closures, as staff are not required to disclose any protected characteristics to their employer. We will therefore ensure that staff are given the opportunity to feedback concerns during consultation and collective bargaining, in line with the Equality act of 2010. All feedback will be analysed and will form part of our informed decision making.

Q3. Decide if a DIA is required

After completing questions Q1 and Q2, decide if you need to complete the rest of this DIA.

If there are no impacts on people (employees, contractors, lineside neighbours or passengers) the remainder of the DIA is not required.

Decision	Author	Superuser	Date
<input type="checkbox"/> No, DIA not required (End here) N.B. Retain in Project file	Name, position and signature e.g. James Smithson, project assistant	Name, position and signature e.g. Sally Richardson, Super user (Projects Sponsor)	
	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap to enter a date.
<input checked="" type="checkbox"/> Yes, DIA required Proceed to Error! Reference source not found.		Click or tap here to enter text.	Click or tap to enter a date.

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Evidence and impact

Q4. Record the data you have gathered about the diversity of the people potentially impacted by this work

Add more rows if required

Data source	Location	Date accessed
Passenger-assist bookings	Click or tap here to enter text.	Click or tap here to enter text.
Concession purchases	Click or tap here to enter text.	Click or tap here to enter text.
Railcard purchases		
ScotRail customer complaint data		
Scottish Census data		
Scotrail ASB incident reports		

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Evidence and Impact

Opening hours for ticket offices have by and large remained unchanged in over 30 years in Scotland with all key information captured in Schedule 17 of the Ticket and Settling Agreement which applies to all train operating companies (TOCs) within the United Kingdom. Changes to these hours must follow a prescribed procedure which requires extensive analysis of ticket office usage and sales data.

A comprehensive review of ticket offices has been conducted using the relevant guidance on changes to ticket office operating hours (<https://www.gov.uk/government/publications/changes-to-railway-ticket-office-opening-hours>). Based on ticket issuing data, ScotRail has proposed closing ticket offices at 3 stations across the network. It should be noted that ScotRail's proposals will not result in job losses, rather staff will be repurposed and moved around the network as a visible presence at stations and on trains.

In line with our Inclusion for All Strategy, to improve diversity and inclusion across ScotRail for our people, our passengers, and the communities we serve, ScotRail felt it was imperative to go above and beyond the current relevant guidance and carry out an extensive review, to ensure any proposed change does not negatively impact on customers, particularly those with protected characteristics.

ScotRail has reviewed a wide array of data, all of which has helped inform our decision-making process. In addition, ScotRail has taken into consideration, all comments and recommendations provided by Transport Focus (appendix 2) as part of the Consultation process.

1. Cartsydyke Station

1.1 Station Profile

Cartsydyke

Based on 2019 data, the annual footfall was 109,937. A Customer Information Screen (CIS), Public Address (PA) System and Help point are available at this station. There is no TVM located at the station at this time.

**Note that the review of 2019 data represents a period not impacted by the covid pandemic and the associated fall in customer numbers.*

Through adopting the relevant guidance on changes to ticket office hours, it is proposed that based on the level of ticket sales at this station, the ticket office will close.

Average hourly Ticket office sales at Cartsydyke station:

	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Total	
Mon-Thu	0	0	7	7	6	6	4	3	2	0	0	0	0	0	0	0	0	0	0	0	35
Fri	0	2	0	5	0	3	4	4	2	0	0	0	0	0	0	0	0	0	0	0	40
Sat	0	0	0	2	6	12	12	9	9	6	0	0	0	0	0	0	0	0	0	0	57
Sun	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Current and proposed Ticket office hours:

Station Profile	Current Booking Office Hours			Proposed Booking Office Hours			
	Monday - Friday	Saturday	Sunday	Monday - Thursday	Friday	Saturday	Sunday
Cartsydyke	0640-1344	0920-1628	Closed	Closed	Closed	Closed	Closed

1.2 Station Accessibility

Cartsdyke station has step free access to both platforms, it is likely to be usable by many people with reduced mobility. Platform 1 is street level and there is a ramp available onto platform 2, there is a connecting footbridge with stairs between platforms.

A review of passenger assistance data (arrivals and departures) from April 2019-March 2020 shows a total of 2 booked passenger assists at Cartsdyke station between this time period. This accounts for 0.01% of all booked passenger assists across the whole Scottish rail network

April 19 - March 20			
Station	Date	Day	Time
Cartsdyke	04/01/2020	Saturday	1328
Cartsdyke	04/01/2020	Saturday	2247

(including unstaffed stations). Analysis of the passenger assistance data shows that no booked assists took place out with the current opening times, suggesting that closing the station will have little/no impact on current passengers requiring assistance. In addition, on-train staff are trained to look out for customers that appear to be needing help on platforms and check the platform before the train leaves the station. It is likely therefore, that the provision of assistance to any customer requiring it would not be impacted as a result of closing the booking office.

Furthermore, a review of customer complaints identified that between 2019/20, there were no complaints relating to failed assistance at Cartsdyke station, indicating that passengers received assistance without incident from on-train staff. On-train staff have access to the passenger assist app and are responsible for assisting passengers onto the train during times when a station is unstaffed.

1.3 Ticket Purchasing

We have assessed the number of concession tickets sold between 13^h October and 31st December 2019, a total of 337 tickets were sold during this time. This accounts for just 0.10% of all tickets currently sold across the 143 Ticket offices on the Scottish Rail Network. During the same time period, no Senior Railcards were purchased at Cartsdyke station.

1.4 Anti-Social Behaviour

As part of the Schedule 17 review, ScotRail considered the impact the proposed changes could have on anti-Social Behaviour.

Note: The data used for the analysis and the purposes of the DIA were 2021 records, as this provides a more accurate and complete account of ASB incidents, due to new reporting processes implemented in 2020. ASB can be reported by Staff, BTP, CCTV monitoring, Control and by customers via help points.

There were two instances of anti-social behaviour reported at Cartsdyke station in 2021, for loitering and impacting on Platform Train Interface (PTI) duties.

The safety and security of our customers and staff remains ScotRail's number one priority.

Based on the data analysis of anti-social behaviour at Cartsdyke station, ScotRail does not propose any changes to station closures. The Schedule 17 proposals create an opportunity to proactively target anti-social behaviour, through redeploying resources during key times at stations/on train, to engage with passengers/public in a positive way to influence changes in behaviours.

The proposed new ScotRail's mobile teams will collaborate with our Security Manager, the Travel Safe Team, and the British Transport Police to identify key focus points in stations and on

trains to provide support in tackling anti-social behaviour, with a particular focus on vulnerable people. Staff will be provided with the relevant training to carry out these duties safely and effectively.

1.5 Demographics

We have assessed the Scottish Census data to analyse the demographics of people with protected Characteristics in the Greenock area, where Cartsdyke station is situated.

An analysis of the surrounding demographics shows that the 18% of people living in the Cartsdyke area are over the age of 65. This is slightly higher than the Scottish average of 16.8%.

The percentage of people within the Cartsdyke area who are limited by a long-term health problem or disability* is 14%. This is above the Scottish average of 9%.

**Definition: long-term health problem or disability that limits a person's day-to-day activities, and has lasted, or is expected to last, at least 12 months. This includes problems that are related to old age.*

1.6 Alternative Stations

Greenock Central Station is 1.3 miles from Cartsdyke station and has step free access to both platforms, it is likely to be usable by many people with reduced mobility. There is level access to platform 1 and a ramp to platform 2, with stairs between platforms.

Based on the proposed changes to ticket office opening hours, in line with the schedule 17 review, Greenock Central station will have reduced opening hours. However, this station will continue to remain staffed until close of services as it currently does.

Station name	Current Booking Office Hours			Proposed Booking Office Hours			
	Monday - Friday	Saturday	Sunday	Monday - Thursday	Friday	Saturday	Sunday
Greenock Central	0720-2034	0720-2034	0930-1330	0730-1045	1015-1800	0930-1715	0930-1330

**Note that the proposed Ticket Office opening hours for Greenock Central Station will only be implemented subject to consultation*

1.7 Transport Focus Recommendations

Transport focus note that after reviewing ticket sales data, Cartsdyke station does not meet the criteria to remain open (appendix 2). However Transport Focus did highlight that many respondents have asked ScotRail to reconsider the closure of this station in light of regeneration initiatives. This is something ScotRail will take into considerations before making any final decision on the closure of this Station.

1.8 Conclusions and Recommendations

Analysis of the existing data indicates that closing the ticket office at Cartsdyke station would have little impact on customers with protected characteristics:

- The station is considered to be accessible, with step free access onto both platforms indicating little/no need for station staff to be on hand to assist passenger on or off the property.

- Passengers' assistance and the purchasing of concession tickets at this station is low and passengers can receive this service from on-train staff.
- Evidence of Anti-Social behaviour at Cartsdyke station shows that instances took place on train and not at the station suggesting that closing the station booking office would have little/no impact on instances of anti-social behaviour.
- Demographic analysis of people living in the Greenock area, shows that the number of people living over the age of 65 is comparable to the Scottish average. Furthermore, people living within the Greenock area who are limited by a long-term health problem or disability is below the Scottish average.
- The provision of train services will not be altered as a result of schedule 17 amendments

Although an initial review of data suggests closing the station would have little impact on customers with protected characteristics, consultation with those that share protected characteristics and with ScotRail Staff members is required, before ScotRail will make an informed decision. **Potential to pause closure for two years following TF feedback.**

2. Clydebank Station

2.1 Station Profile

Based on 2019 data, the annual footfall at Clydebank Station was 379,171. A CIS, PA System and Help point are all available at this station. There is a TVM at this location which averages 3 ticket sales per hour and is located on the platform.

**Note that the review of 2019 data represents a period not impacted by the covid pandemic and the associated fall in customer numbers.*

The current opening hours at this station are from 07:30 to 14:34 Monday to Saturday.

The volume of ticket sales is exceptionally low at this station, as can be seen on the table below. Consequently, it is proposed that the ticket office is closed.

Average hourly Ticket office sales at Clydebank station:

	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Total	
Mon-Thu	0	0	2	8	7	5	6	5	3	1	0	0	0	0	0	0	0	0	0	0	37
Fri	0	0	3	7	7	7	7	7	4	1	0	0	0	0	0	0	0	0	0	0	43
Sat	0	0	1	0	4	15	9	8	8	2	0	0	0	0	0	0	0	0	0	0	51
Sun	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Current and proposed Ticket office hours:

Station Profile Station name	Current Booking Office Hours			Proposed Booking Office Hours			
	Monday - Friday	Saturday	Sunday	Monday - Thursday	Friday	Saturday	Sunday
Clydebank	0730-1434	0730-1434	Closed	Closed	Closed	Closed	Closed

2.2 Station Accessibility

Clydebank station has step free access to both platforms, it is likely to be usable by many people with reduced mobility. Steep ramps are available at both platforms and there is a connecting footbridge with stairs between platforms.

A review of passenger assistance data (arrivals and departures) from April 2019-March 2020 shows a total of 33 booked passenger assists at Clydebank station between this time period. This accounts for 0.08% of all booked passenger assists across the whole Scottish rail network (including unstaffed stations). Analysis of the passenger assistance data shows that 26% of booked assist took place out with the current opening times. This means a total of 21 passenger assists took place at Clydebank station during booking office opening times between April 2019 – March 2020.

When a station is unstaffed, assistance can still be provided by on train staff. On train staff are provided with a passenger assist app called 'pax' which can be checked at any time to inform them of booked assistance. In addition, on-train staff are trained to look out for customers that appear to be needing help on platforms and check the platform before the train leaves the station. It is likely therefore, that the provision of assistance to any customer requiring it would not be impacted as a result of closing the booking office.

Furthermore, a review of customer complaints identified that between 2019/20, there were no complaints relating to failed assistance at Clydebank station, indicating that passengers who received assistance out with current booking office opening times, did so without incident from on-train staff.

April 19 - March 20				
Station	Date	Day	Time	
Clydebank	02/04/2019	Tuesday		1443
Clydebank	13/04/2019	Saturday		1342
Clydebank	13/04/2019	Saturday		1635
Clydebank	13/04/2019	Saturday		2012
Clydebank	17/04/2019	Wednesday		0841
Clydebank	17/04/2019	Wednesday		1535
Clydebank	27/04/2019	Saturday		0956
Clydebank	30/04/2019	Tuesday		1243
Clydebank	03/05/2019	Friday		1143
Clydebank	04/05/2019	Saturday		1233
Clydebank	04/05/2019	Saturday		1433
Clydebank	04/05/2019	Saturday		1633
Clydebank	13/05/2019	Monday		1433
Clydebank	17/05/2019	Friday		0913
Clydebank	23/05/2019	Thursday		1157
Clydebank	27/05/2019	Monday		1242
Clydebank	07/06/2019	Friday		1113
Clydebank	03/07/2019	Saturday		1742
Clydebank	22/07/2019	Monday		1342
Clydebank	10/08/2019	Saturday		1743
Clydebank	10/08/2019	Tuesday		1212
Clydebank	22/08/2019	Thursday		1527
Clydebank	14/09/2019	Wednesday		1427
Clydebank	04/10/2019	Friday		1212
Clydebank	05/10/2019	Saturday		1742
Clydebank	07/10/2019	Monday		1327
Clydebank	02/11/2019	Saturday		1106
Clydebank	18/11/2019	Monday		1212
Clydebank	20/11/2019	Wednesday		1427
Clydebank	23/11/2019	Saturday		1744
Clydebank	13/12/2019	Friday		1357
Clydebank	16/12/2019	Monday		1143
Clydebank	21/12/2019	Saturday		1743

2.3 Ticket Purchasing

We have assessed the number of concession tickets sold between 13th October and 31st December 2019, a total of 673 concession tickets were sold at Clydebank station during this time. This accounts for 0.25% of all tickets currently sold across the 143 Ticket offices on the Scottish Rail Network. During the same time period, no Senior Railcards were purchased at Clydebank station.

As with passenger assistance, customers can purchase these products from on-train staff as an alternative to using the station booking office.

2.4 Anti-Social Behaviour

As part of the Schedule 17 review, ScotRail considered the impact the proposed changes could have on anti-Social Behaviour.

Note: The data used for the analysis and the purposes of the DIA were 2021 records, as this provides a more accurate and complete account of ASB incidents, due to new reporting processes implemented in 2020. ASB can be reported by Staff, BTP, CCTV monitoring, Control and by customers via help points.

There were five instances of anti-social behaviour reported at Clydebank station in 2021, a breakdown of the type of anti-social behaviour reported at this station can be found in the adjacent table:

Anti-social behavior instances	
Loitering	1
Throwing objects	2
Threatening behavior	1
Door interference	1

The safety and security of our customers and staff remains ScotRail's number one priority.

Based on the data analysis of anti-social behaviour at Clydebank station, ScotRail does not propose any changes to station closures. The Schedule 17 proposals create an opportunity to proactively target anti-social behaviour, through redeploying resources during key times at stations/on train, to engage with passengers/public in a positive way to influence changes in behaviours.

The proposed new ScotRail's mobile teams will collaborate with our Security Manager, the Travel Safe Team, and the British Transport Police to identify key focus points in stations and on trains to provide support in tackling anti-social behaviour, with a particular focus on vulnerable people. Staff will be provided with the relevant training to carry out these duties safely and effectively.

2.5 Demographics

We have assessed the Scottish Census data to analyse the demographics of people with protected Characteristics in the Clydebank area.

An analysis of the surrounding demographics shows that the 17.7% of people living in the Clydebank area are over the age of 65. This is slightly higher than the Scottish average of 16.8%.

The percentage of people within the Clydebank area who are limited by a long-term health problem or disability* is 14.8%. This is above the Scottish average of 9%.

**Definition: long-term health problem or disability that limits a person's day-to-day activities, and has lasted, or is expected to last, at least 12 months. This includes problems that are related to old age.*

2.6 Alternative Stations

The closest alternative station to Clydebank is Singer, which is approximately 0.5 miles away. Singer Station has step free access to both platforms, it is likely to be usable by many people with reduced mobility. There is a ramp to platform 1 and level access to platform 2, however this is through Clydebank business park and there are stairs.

Based on the proposed changes to ticket office opening hours, in line with the schedule 17 review, Singer station will also have reduced opening hours.

Station name	Current Booking Office Hours			Proposed Booking Office Hours			
	Monday - Friday	Saturday	Sunday	Monday - Thursday	Friday	Saturday	Sunday
Singer	0630-2014	0630-2014	Closed	0715-0930	0715-1645	0945-1500	Closed

Note that the proposed Ticket Office opening hours for Singer Station will only be implemented subject to consultation.

Dalmuir station is 1.80miles away from Clydebank station and is fully accessible. This station has step-free access to all platforms. Dalmuir Station will remain staffed during the hours that Clydebank station booking office currently operates. The proposed ticket office opening hours for Dalmuir station are highlighted below, however this station will continue to remain staffed out with these hours, until close of service.

Station name	Current Booking Office Hours			Proposed Booking Office Hours			
	Monday - Friday	Saturday	Sunday	Monday - Thursday	Friday	Saturday	Sunday
Dalmuir	0545-2400	0545-2400	0810-2400	0545-1900	0545-1900	0545-1900	0810-1700

**Note that the proposed Ticket Office opening hours for Singer Station will only be implemented subject to consultation.*

2.7 Transport Focus Recommendations

Transport focus note that after reviewing ticket sales data, Clydebank station does not meet the criteria to remain open (appendix 2). However, Transport Focus did highlight that many respondents have asked ScotRail to reconsider the closure of this station in light of regeneration initiatives. This is something ScotRail will take into considerations before making any final decision on the closure of this Station.

2.8 Conclusions and Recommendations

Analysis of the existing data indicates that closing the ticket office at Clydebank station would have little impact on customers with protected characteristics:

- The station is considered to be accessible, with step free access onto both platforms indicating little/no need for station staff to be on hand to assist passenger on or off the property.
- Passengers' assistance and the purchasing of concession tickets at this station is low and passengers can receive this service from on-train staff.
- There is no evidence of Anti-Social behaviour at Clydebank station, suggesting that closing the station booking office would have little/no impact on instances of anti-social behaviour.
- Demographic analysis of people living in the Clydebank area, shows that the number of people living over the age of 65 is comparable to the Scottish average. Furthermore, people living within the Clydebank area who are limited by a long-term health problem or disability is below the Scottish average.
- The provision of train services will not be altered as a result of schedule 17 amendments

Although an initial review of data suggests closing the station would have little impact on customers with protected characteristics, consultation with those that share protected characteristics and with ScotRail Staff members is required, before ScotRail will make an informed decision. **Potential to pause closure for two years following TF feedback.**

3. Kingussie Station

3.1 Station Profile

Based on 2019 data, the annual footfall at Kingussie station was 37,107. A Customer Information Screen (CIS), Public Address (PA) System and Help point are available at Kingussie station, there is no Ticket Vending Machine (TVM) located at this station.

**Note that the review of 2019 data represents a period not impacted by the covid pandemic and the associated fall in customer numbers.*

The current opening hours at Kingussie Station are from 07:00 to 14:04 Monday to Saturday.

Through adopting the relevant guidance on changes to ticket office hours, it proposed that based on the level of ticket sales at this station, the ticket office will close. Despite some hour periods being marginally above the 12-ticket threshold. ScotRail believes that it is not financially viable to staff the station and that the resource would be better deployed as part of a peripatetic customer service team.

Average hourly Ticket office sales at Kingussie station:

	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Total
Mon-Thu	0	0	0	4	10	11	8	8	6	10	1	0	0	0	0	0	0	0	0	57
Fri	0	0	0	4	14	9	7	10	12	9	2	0	0	0	0	0	0	0	0	67
Sat	0	0	0	1	12	5	14	3	2	3	0	0	0	0	0	0	0	0	0	40
Sun	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Current and proposed Ticket office hours:

Station name	Current Booking Office Hours			Proposed Booking Office Hours			
	Monday - Friday	Saturday	Sunday	Monday - Thursday	Friday	Saturday	Sunday
Kingussie	0826-1530	0826-1530	Closed	Closed	Closed	Closed	Closed

3.2 Station Accessibility

Kingussie station has step free access to platform 1 however platform 2 can only be accessed via the connecting footbridge with stairs. It is therefore only accessible in one direction.

A review of passenger assistance data (arrivals and departures) from April 2019-March 2020 shows a total of 143 booked passenger assists at Kingussie station between this time period. This accounts for 0.38% of all booked passenger assists across the whole Scottish rail network (including unstaffed stations). Analysis of the passenger assistance data shows that 63 (44%) of booked assists took place out with the current opening times. Closing the station would increase this number to 143, this is an increase of 127%, suggesting that closing the station will have a fairly significant impact on current passengers requiring assistance.

Furthermore, a review of customer complaints identified that between 2019/20, there were no complaints relating to failed assistance at Kingussie station, indicating that passengers who received assistance out with current booking office opening times, did so without incident from on-train staff.

3.3 Ticket purchasing

We have assessed the number of concession tickets sold between 13^h October and 31st December 2019: 0 tickets were sold during this time. During the same time period, 1 Senior Railcard was purchased at Kingussie station.

This suggests that closing the ticket office will have no impact on the purchasing of these rail products. Furthermore, customers can purchase these products from on-train staff as an alternative to using the station booking office.

3.4 Anti-Social Behaviour

As part of the Schedule 17 review, ScotRail considered the impact the proposed changes could have on anti-Social Behaviour.

Note: The data used for the analysis and the purposes of the DIA were 2021 records, as this provides a more accurate and complete account of ASB incidents, due to new reporting processes implemented in 2020. ASB can be reported by Staff, BTP, CCTV monitoring, Control and by customers via help points.

There was one instance of anti-social behaviour reported at Kingussie station in 2021, for wifil damage.

The safety and security of our customers and staff remains ScotRail's number one priority.

Based on the data analysis of anti-social behaviour at Kingussie station, ScotRail does not propose any changes to station closures. The Schedule 17 proposals create an opportunity to proactively target anti-social behaviour, through redeploying resources during key times at stations/on train, to engage with passengers/public in a positive way to influence changes in behaviours.

The proposed new ScotRail's mobile teams will collaborate with our Security Manager, the Travel Safe Team, and the British Transport Police to identify key focus points in stations and on trains to provide support in tackling anti-social behaviour, with a particular focus on vulnerable people. Staff will be provided with the relevant training to carry out these duties safely and effectively.

3.5 Demographics

We have assessed the Scottish Census data to analyse the demographics of people with protected Characteristics in the Kingussie area, where Kingussie station is situated.

An analysis of the surrounding demographics shows that the 20.9% of people living in the Kingussie area are over the age of 65. This is higher than the Scottish average of 16.8%.

The percentage of people with the Kingussie area who are limited by a long-term health problem or disability* is 8.7%. This is just below the Scottish average of 9%.

**Definition: long-term health problem or disability that limits a person's day-to-day activities, and has lasted, or is expected to last, at least 12 months. This includes problems that are related to old age.*

3.6 Alternative Station

The closest alternative station to Kingussie station is Aviemore which is approximately 12 miles away.

Whilst Aviemore has step free access to both platforms and will remain staffed during the hours that Kingussie currently operates, the significant distance between both stations means that this is not a viable alternative station.

3.7 Conclusions/considerations and Mitigations

Analysis of the existing data indicates that closing the ticket office at Kingussie station would have a significant impact on customers with protected characteristics, particularly those requiring passenger assistance (Disabled/elderly):

- Kingussie station is only accessible in one direction. The station has step free access to platform 1 however platform 2 can only be accessed via the connecting footbridge with stairs. This may account for the higher number of passengers assisted at this station (143), comparable to relatively low footfall (37,107).
- Based on 2019 data, closing the station would have a significant impact on passengers requiring assistance. Data shows that 63 (44%) of booked assists took place out with the current opening times. Closing the station would increase this number to 143, this is an increase of 127%.

- Whilst the percentage of people living in Kingussie, who are limited by a long-term health problem or disability is below the Scottish average, the number of people over the age of 65 is higher than average by 4.1%
- There is significant distance between the next staffed/step free station, which is 12 miles' away, it is therefore not a viable alternative station for customers with protected characteristics

It is also important to note that the ticket issuing data does go above the ticket threshold of 12 tickets per hour on some occasions. The proposed ticket office opening hours for this station will therefore be amended as follows:

Station name	Current Booking Office Hours			Proposed Booking Office Hours			
	Monday - Friday	Saturday	Sunday	Monday - Thursday	Friday	Saturday	Sunday
Kingussie	0826-1530	0826-1530	Closed	1000-1145	0845-1400	0900-1145	Closed

**Note that the proposed Ticket Office opening hours for Kingussie Station will only be implemented subject to consultation.*

Whilst these hours ensure the station remains open during periods of 12 tickets per hour or more, the proposed ticket opening hours would still result in approximately 45 (31%) of the current booked assists taking place out with staffing hours. The station will therefore remain staffed between the hours of 0822-1500 Monday to Saturday (out with the proposed schedule 17 hours). This will increase the current number of booked assists taking place out with staffing hours by just 4 (instead of 80) and will ensure the station is sufficiently staffed to provide assistance to passengers with protected characteristics.

4. Woodhall Station

4.1 Station Profile

Based on 2019 data*, the annual footfall at Woodhall station was 45,151. A Customer Information Screen (CIS), Public Address (PA) System and Help point are available at Woodhall station, there is no Ticket Vending Machine (TVM) located at this station.

**Note that the review of 2019 data represents a period not impacted by the covid pandemic and the associated fall in customer numbers.*

The current opening hours at Woodhall Station are from 07:00 to 14:04 Monday to Saturday.

Through adopting the relevant guidance on changes to ticket office hours, it is proposed that based on the level of ticket sales at this station, the ticket office will close.

Average hourly Ticket office sales at Woodhall station:

	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Total	
Monday	0	1	3	7	2	2	2	2	1	1	0	1	0	0	0	0	0	0	0	0	22
Friday	0	0	1	4	1	1	1	2	1	0	0	0	0	0	0	0	0	0	0	0	11
Saturday	0	0	0	2	2	1	4	3	0	0	0	0	0	0	0	0	0	0	0	0	12
Sunday	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Current and proposed Ticket office hours:

Station Profile	Current Booking Office Hours			Proposed Booking Office Hours			
	Monday - Friday	Saturday	Sunday	Monday - Thursday	Friday	Saturday	Sunday
Woodhall	0700-1404	0700-1404	Closed	Closed	Closed	Closed	Closed

4.2 Station Accessibility

Woodhall station has step free access to both platforms, it is therefore accessible by many people with reduced mobility. Ramps are available at both platforms and there is a connecting footbridge with stairs between platforms.

A review of passenger assistance data (arrivals and departures) from April 2019-March 2020 shows a total of 3 booked passenger assists at Woodhall station between this time period. This accounts for 0.01% of all booked passenger assists across the whole Scottish rail network (including unstaffed stations). Analysis of the

passenger assistance data shows that no booked assists took place out with the current opening times, suggesting that closing the station will have little/no impact on current passengers requiring assistance. Furthermore, on-train staff are trained to look out for customers that appear to be needing help on platforms and check the platform before the train leaves the station. It is likely therefore, that the provision of assistance to any customer requiring it would not be impacted as a result of closing the booking office.

A review of customer complaints identified that between 2019/20, there were no complaints relating to failed assistance at Woodhall station, indicating that passengers received assistance without incident from on-train staff. On-train staff have access to the passenger assist app and are responsible for assisting passengers onto the train during times when a station is unstaffed.

April 19 - March 20			
Station	Date	Day	Time
Woodhall	22/08/2019	Thursday	1838
Woodhall	09/12/2019	Monday	1408
Woodhall	08/02/2020	Saturday	1810

4.3 Ticket purchasing

We have assessed the number of concession tickets sold between 13^h October and 31st December 2019, a total of 47 tickets were sold during this time. This accounts for just 0.01% of all tickets currently sold across the 143 Ticket offices on the Scottish Rail Network. During the same time period, no Senior Railcards were purchased at Woodhall station.

Of the booked passenger assists at Woodhall station, only one assist was booked during the time period between 13th October and 31st December 2019, suggestion a very small percentage of Concession and Senior Railcard purchasers require assistance.

4.4 Anti-Social Behaviour

As part of the Schedule 17 review, ScotRail considered the impact the proposed changes could have on anti-Social Behaviour.

Note: The data used for the analysis and the purposes of the DIA were 2021 records, as this provides a more accurate and complete account of ASB incidents, due to new reporting processes implemented in 2020. ASB can be reported by Staff, BTP, CCTV monitoring, Control and by customers via help points.

There were no instances of anti-social behaviour reported at Woodhall station in 2021.

4.5 Demographics

We have assessed the Scottish Census data to analyse the demographics of people with protected Characteristics in the Port Glasgow area, where Woodhall station is situated.

An analysis of the surrounding demographics shows that the 17% of people living in the Port Glasgow area are over the age of 65. This is comparable to the Scottish average of 16.8%.

The percentage of people with the Port Glasgow area who are limited by a long-term health problem or disability* is 14.2%. This is above the Scottish average of 9%.

**Definition: long-term health problem or disability that limits a person's day-to-day activities, and has lasted, or is expected to last, at least 12 months. This includes problems that are related to old age.*

4.6 Alternative Station

The closest alternative station to Woodhall is Port Glasgow, which is approximately 1.5 miles away. Based on the proposed changes to ticket office opening hours, in line with the schedule 17 review, Port Glasgow ticket office will remain staffed during the hours that Woodhall currently operates.

Station name	Current Booking Office Hours			Proposed Booking Office Hours			
	Monday - Friday	Saturday	Sunday	Monday - Thursday	Friday	Saturday	Sunday
Port Glasgow	0615-0000	0615-0000	0745-0000	0630-1800	0645-1900	0815-1930	1115-1345

**Note that the proposed Ticket Office opening hours for Singer Station will only be implemented subject to consultation.*

Port Glasgow Station has step free access to both platforms, and there is a connecting footbridge with stairs between platforms.

4.7 Transport Focus Recommendations

Transport focus note that after reviewing ticket sales data, Woodhall station does not meet the criteria to remain open (appendix 2). However Transport Focus did highlight that many respondents have asked ScotRail to reconsider the closure of this station in light of regeneration initiatives. This is something ScotRail will take into considerations before making any final decision on the closure of this Station.

4.8 Conclusions/considerations and Mitigations

Analysis of the existing data indicates that closing the ticket office at Woodhall station would have little impact on customers with protected characteristics:

- The station is considered to be accessible, with step free access onto both platforms indicating little/no need for station staff to be on hand to assist passenger on or off the property.
- Passengers' assistance and the purchasing of concession tickets at this station is extremely low and passengers can receive this service from on-train staff.
- Evidence of Anti-Social behaviour at Woodhall station shows that instances took place on train and not at the station suggesting that closing the station booking office would have little/no impact on instances of anti-social behaviour.
- Demographic analysis of people living in the Port Glasgow area, shows that the number of people living over the age of 65 is comparable to the Scottish average. Furthermore, people living within the Port Glasgow area who are limited by a long-term health problem or disability is below the Scottish average.
- The provision of train services will not be altered as a result of schedule 17 amendments

Although an initial review of data suggests closing the station would have little impact on customers with protected characteristics, consultation with those that share protected

characteristics and with ScotRail Staff members is required, before ScotRail will make an informed decision. **Potential to pause closure for two years following TF feedback.**

Q5. Please select all the protected characteristics your work could potentially have a negative impact on, and state how:

Disability

e.g., the impact of a new online process on dyslexic staff, or the impact of changes to how passengers get to a platform on someone who cannot use stairs

Click or tap here to enter text.

Age

e.g. the impact of changes to long-service benefits on younger and older staff, or the impact of a long alternative route to close a level crossing on an older person with long-term health issues

Click or tap here to enter text.

Pregnancy/maternity

e.g. the impact of team relocation on a woman who is on maternity leave, or the increase in height of a footbridge over the railway

Click or tap here to enter text.

Race

e.g. the impact of psychometric testing on the recruitment of people who don't have English as a first language, or the gentrification of an area following station redevelopment that makes retail outlets too expensive for local businesses

Click or tap here to enter text.

Religion or belief

e.g. the impact of a new expenses policy on meal times or the closure of a level crossing between a community and its place of worship

Click or tap here to enter text.

Gender

e.g. the impact of a local decision to adopt arbitrary 'core hours' on women who are more likely, but not always managing childcare issues, or the impact of changes in parking policies on women who are more likely to start work later due to childcare issues

Click or tap here to enter text.

Sexual orientation

e.g. the impact of a decision to invite partners to an away day on a gay man who hasn't disclosed his sexual orientation, or the secondment of a lesbian member of staff to a project in a country where this would be a risk to life/human rights

Click or tap here to enter text.

Marriage/civil partnership

e.g. the impact of the extension of private health care to spouses

Click or tap here to enter text.

Gender reassignment

e.g. the impact of a decision to not let staff use taxis for late night events in high risk areas may adversely affect people who have had, or are undergoing, gender reassignment

Click or tap here to enter text.

Q6. What could you do to ensure your work has a positive impact on diversity and inclusion including supporting delivery of the Diversity and Inclusion strategy?

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Step 4: Consultation

Q7. How has consultation with those who share a protected characteristic informed your work?

Groups consulted

List the groups you have consulted or reference previous relevant consultation (This could include our staff networks, the Built Environment Access Panel, local faith leaders etc)

What issues were raised in relation to one or many of the protected characteristics (Q5)?

Click or tap here to enter text.

Click or tap here to enter text.

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Step 5: Informed Decision-Making

Q8. After completing Steps 1–4, what is your decision?

Please select one of the following (for most DIAs this will be option 1) and provide a rationale.

- 1 Change the work** to mitigate against potential negative impacts found
- 2 Continue the work** because no potential negative impacts found
- 3 Justify and continue the work** despite negative impacts (please provide justification)
- 4 Stop the work** because discrimination is unjustifiable and there are no obvious ways to mitigate

Q8b. Rationale for decision

Click or tap here to enter text.

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Step 6: Actions taken

Q9. What specific actions will be taken to deliver positive impacts and address any potentially negative impacts identified at ‘

Add more rows if required

Data source	Location	Date accessed
Passenger-assist bookings	Click or tap here to enter text.	Click or tap here to enter text.
Concession purchases	Click or tap here to enter text.	Click or tap here to enter text.
Railcard purchases		
ScotRail customer complaint data		
Scottish Census data		
Scotrail ASB incident reports		

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Evidence and Impact

Opening hours for ticket offices have by and large remained unchanged in over 30 years in Scotland with all key information captured in Schedule 17 of the Ticket and Settling Agreement which applies to all train operating companies (TOCs) within the United Kingdom. Changes to these hours must follow a prescribed procedure which requires extensive analysis of ticket office usage and sales data.

A comprehensive review of ticket offices has been conducted using the relevant guidance on changes to ticket office operating hours (<https://www.gov.uk/government/publications/changes-to-railway-ticket-office-opening-hours>). Based on ticket issuing data, ScotRail has proposed closing ticket offices at 3 stations across the network. It should be noted that ScotRail's proposals will not result in job losses, rather staff will be repurposed and moved around the network as a visible presence at stations and on trains.

In line with our Inclusion for All Strategy, to improve diversity and inclusion across ScotRail for our people, our passengers, and the communities we serve, ScotRail felt it was imperative to go above and beyond the current relevant guidance and carry out an extensive review, to ensure any proposed change does not negatively impact on customers, particularly those with protected characteristics.

ScotRail has reviewed a wide array of data, all of which has helped inform our decision-making process. In addition, ScotRail has taken into consideration, all comments and recommendations provided by Transport Focus (appendix 2) as part of the Consultation process.

1. Cartsydyke Station

1.1 Station Profile

Cartsydyke

Based on 2019 data, the annual footfall was 109,937. A Customer Information Screen (CIS), Public Address (PA) System and Help point are available at this station. There is no TVM located at the station at this time.

**Note that the review of 2019 data represents a period not impacted by the covid pandemic and the associated fall in customer numbers.*

Through adopting the relevant guidance on changes to ticket office hours, it is proposed that based on the level of ticket sales at this station, the ticket office will close.

Average hourly Ticket office sales at Cartsydyke station:

	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Total	
Mon-Thu	0	0	7	7	6	6	4	3	2	0	0	0	0	0	0	0	0	0	0	0	35
Fri	0	2	0	5	0	3	4	4	2	0	0	0	0	0	0	0	0	0	0	0	40
Sat	0	0	0	2	6	12	12	9	9	6	0	0	0	0	0	0	0	0	0	0	57
Sun	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Current and proposed Ticket office hours:

Station Profile	Current Booking Office Hours			Proposed Booking Office Hours			
	Monday - Friday	Saturday	Sunday	Monday - Thursday	Friday	Saturday	Sunday
Cartsydyke	0640-1344	0920-1628	Closed	Closed	Closed	Closed	Closed

1.2 Station Accessibility

Cartsdyke station has step free access to both platforms, it is likely to be usable by many people with reduced mobility. Platform 1 is street level and there is a ramp available onto platform 2, there is a connecting footbridge with stairs between platforms.

A review of passenger assistance data (arrivals and departures) from April 2019-March 2020 shows a total of 2 booked passenger assists at Cartsdyke station between this time period. This accounts for 0.01% of all booked passenger assists across the whole Scottish rail network (including unstaffed stations). Analysis of the passenger assistance data shows that no booked assists took place out with the current opening times, suggesting that closing the station will have little/no impact on current passengers requiring assistance. In addition, on-train staff are trained to look out for customers that appear to be needing help on platforms and check the platform before the train leaves the station. It is likely therefore, that the provision of assistance to any customer requiring it would not be impacted as a result of closing the booking office.

Furthermore, a review of customer complaints identified that between 2019/20, there were no complaints relating to failed assistance at Cartsdyke station, indicating that passengers received assistance without incident from on-train staff. On-train staff have access to the passenger assist app and are responsible for assisting passengers onto the train during times when a station is unstaffed.

1.3 Ticket Purchasing

We have assessed the number of concession tickets sold between 13^h October and 31st December 2019, a total of 337 tickets were sold during this time. This accounts for just 0.10% of all tickets currently sold across the 143 Ticket offices on the Scottish Rail Network. During the same time period, no Senior Railcards were purchased at Cartsdyke station.

1.4 Anti-Social Behaviour

As part of the Schedule 17 review, ScotRail considered the impact the proposed changes could have on anti-Social Behaviour.

Note: The data used for the analysis and the purposes of the DIA were 2021 records, as this provides a more accurate and complete account of ASB incidents, due to new reporting processes implemented in 2020. ASB can be reported by Staff, BTP, CCTV monitoring, Control and by customers via help points.

There were two instances of anti-social behaviour reported at Cartsdyke station in 2021, for loitering and impacting on Platform Train Interface (PTI) duties.

The safety and security of our customers and staff remains ScotRail's number one priority.

Based on the data analysis of anti-social behaviour at Cartsdyke station, ScotRail does not propose any changes to station closures. The Schedule 17 proposals create an opportunity to proactively target anti-social behaviour, through redeploying resources during key times at stations/on train, to engage with passengers/public in a positive way to influence changes in behaviours.

The proposed new ScotRail's mobile teams will collaborate with our Security Manager, the Travel Safe Team, and the British Transport Police to identify key focus points in stations and on trains to provide support in tackling anti-social behaviour, with a particular focus on vulnerable people. Staff will be provided with the relevant training to carry out these duties safely and effectively.

1.5 Demographics

We have assessed the Scottish Census data to analyse the demographics of people with protected Characteristics in the Greenock area, where Cartsdyke station is situated.

An analysis of the surrounding demographics shows that the 18% of people living in the Cartsdyke area are over the age of 65. This is slightly higher than the Scottish average of 16.8%.

The percentage of people within the Cartsdyke area who are limited by a long-term health problem or disability* is 14%. This is above the Scottish average of 9%.

**Definition: long-term health problem or disability that limits a person's day-to-day activities, and has lasted, or is expected to last, at least 12 months. This includes problems that are related to old age.*

1.6 Alternative Stations

Greenock Central Station is 1.3 miles from Cartsdyke station and has step free access to both platforms, it is likely to be usable by many people with reduced mobility. There is level access to platform 1 and a ramp to platform 2, with stairs between platforms.

Based on the proposed changes to ticket office opening hours, in line with the schedule 17 review, Greenock Central station will have reduced opening hours. However, this station will continue to remain staffed until close of services as it currently does.

Station name	Current Booking Office Hours			Proposed Booking Office Hours			
	Monday - Friday	Saturday	Sunday	Monday - Thursday	Friday	Saturday	Sunday
Greenock Central	0720-2034	0720-2034	0920-1730	0730-1045	1015-1800	0930-1715	0930-1330

**Note that the proposed Ticket Office opening hours for Greenock Central Station will only be implemented subject to consultation.*

1.7 Transport Focus Recommendations

Transport focus note that after reviewing ticket sales data, Cartsdyke station does not meet the criteria to remain open (appendix 2). However Transport Focus did highlight that many respondents have asked ScotRail to reconsider the closure of this station in light of regeneration initiatives. This is something ScotRail will take into considerations before making any final decision on the closure of this Station.

1.8 Conclusions and Recommendations

Analysis of the existing data indicates that closing the ticket office at Cartsdyke station would have little impact on customers with protected characteristics:

- The station is considered to be accessible, with step free access onto both platforms indicating little/no need for station staff to be on hand to assist passenger on or off the property.
- Passengers' assistance and the purchasing of concession tickets at this station is low and passengers can receive this service from on-train staff.

- Evidence of Anti-Social behaviour at Cartsdyke station shows that instances took place on train and not at the station suggesting that closing the station booking office would have little/no impact on instances of anti-social behaviour.
- Demographic analysis of people living in the Greenock area, shows that the number of people living over the age of 65 is comparable to the Scottish average. Furthermore, people living within the Greenock area who are limited by a long-term health problem or disability is below the Scottish average.
- The provision of train services will not be altered as a result of schedule 17 amendments

Although an initial review of data suggests closing the station would have little impact on customers with protected characteristics, consultation with those that share protected characteristics and with ScotRail Staff members is required, before ScotRail will make an informed decision. **Potential to pause closure for two years following TF feedback**

2. Clydebank Station

2.1 Station Profile

Based on 2019 data, the annual footfall at Clydebank Station was 679,171. A CIS, PA System and Help point are all available at this station. There is a TVM at this location which averages 3 ticket sales per hour and is located on the platform.

**Note that the review of 2019 data represents a period not impacted by the covid pandemic and the associated fall in customer numbers.*

The current opening hours at this station are from 07:30 to 14:34 Monday to Saturday.

The volume of ticket sales is exceptionally low at this station, as can be seen on the table below. Consequently, it is proposed that the ticket office is closed.

Average hourly Ticket office sales at Clydebank station:

	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Total	
Mon-Thu	0	0	2	8	7	5	6	5	3	1	0	0	0	0	0	0	0	0	0	0	37
Fri	0	0	3	7	7	7	7	7	4	1	0	0	0	0	0	0	0	0	0	0	43
Sat	0	0	1	4	4	15	9	8	8	2	0	0	0	0	0	0	0	0	0	0	51
Sun	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Current and proposed ticket office hours:

Station Profile	Current Booking Office Hours			Proposed Booking Office Hours			
	Monday - Friday	Saturday	Sunday	Monday - Thursday	Friday	Saturday	Sunday
Clydebank	0730-1434	0730-1434	Closed	Closed	Closed	Closed	Closed

2.2 Station Accessibility

Clydebank station has step free access to both platforms, it is likely to be usable by many people with reduced mobility. Steep ramps are available at both platforms and there is a connecting footbridge with stairs between platforms.

A review of passenger assistance data (arrivals and departures) from April 2019-March 2020 shows a total of 33 booked passenger assists at Clydebank station between this time period. This accounts for 0.08% of all booked passenger assists across the whole Scottish rail network

(including unstaffed stations). Analysis of the passenger assistance data shows that 26% of booked assist took place out with the current opening times. This means a total of 21 passenger assists took place at Clydebank station during booking office opening times between April 2019 – March 2020.

When a station is unstaffed, assistance can still be provided by on train staff. On train staff are provided with a passenger assist app called 'pax' which can be checked at any time to inform them of booked assistance. In addition, on-train staff are trained to look out for customers that appear to be needing help on platforms and check the platform before the train leaves the station. It is likely therefore, that the provision of assistance to any customer requiring it would not be impacted as a result of closing the booking office.

Furthermore, a review of customer complaints identified that between 2019/20, there were no complaints relating to failed assistance at Clydebank station, indicating that passengers who received assistance out with current booking office opening times, did so without incident from on-train staff.

2.3 Ticket Purchasing

We have assessed the number of concession tickets sold between 13th October and 31st December 2019, a total of 872 concession tickets were sold at Clydebank station during this time. This accounts for 0.25% of all tickets currently sold across the 143 Ticket offices on the Scottish Rail Network. During the same time period, no Senior Railcards were purchased at Clydebank station.

As with passenger assistance, customers can purchase these products from on-train staff as an alternative to using the station booking office.

2.4 Anti-Social Behaviour

As part of the Schedule 17 review, ScotRail considered the impact the proposed changes could have on anti-Social Behaviour.

Note: The data used for the analysis and the purposes of the DIA were 2021 records, as this provides a more accurate and complete account of ASB incidents, due to new reporting processes implemented in 2020. ASB can be reported by Staff, BTP, CCTV monitoring, Control and by customers via help points.

There were five instances of anti-social behaviour reported at Clydebank station in 2021, a breakdown of the type of anti-social behaviour reported at this station can be found in the adjacent table:

The safety and security of our customers and staff remains ScotRail's number one priority.

Based on the data analysis of anti-social behaviour at Clydebank station, ScotRail does not propose any changes to station closures. The Schedule 17 proposals create an opportunity to proactively target anti-social behaviour, through redeploying resources during key times at stations/on train, to engage with passengers/public in a positive way to influence changes in behaviours.

The proposed new ScotRail's mobile teams will collaborate with our Security Manager, the Travel Safe Team, and the British Transport Police to identify key focus points in stations and on trains to provide support in tackling anti-social behaviour, with a particular focus on vulnerable people. Staff will be provided with the relevant training to carry out these duties safely and effectively.

2.5 Demographics

We have assessed the Scottish Census data to analyse the demographics of people with protected Characteristics in the Clydebank area.

An analysis of the surrounding demographics shows that the 17.7% of people living in the Clydebank area are over the age of 65. This is slightly higher than the Scottish average of 16.8%.

The percentage of people within the Clydebank area who are limited by a long-term health problem or disability* is 14.8%. This is above the Scottish average of 9%.

**Definition: long-term health problem or disability that limits a person's day-to-day activities, and has lasted, or is expected to last, at least 12 months. This includes problems that are related to old age.*

2.6 Alternative Stations

The closest alternative station to Clydebank is Singer, which is approximately 0.5 miles away. Singer Station has step free access to both platforms, it is likely to be usable by many people with reduced mobility. There is a ramp to platform 1 and level access to platform 2, however this is through Clydebank business park and there are stairs.

Based on the proposed changes to ticket office opening hours, in line with the schedule 17 review, Singer station will also have reduced opening hours.

Station name	Current Booking Office Hours			Proposed Booking Office Hours			
	Monday - Friday	Saturday	Sunday	Monday - Thursday	Friday	Saturday	Sunday
Singer	0630-2014	0630-2014	Closed	0715-0930	0715-1645	0945-1500	Closed

**Note that the proposed Ticket Office opening hours for Singer Station will only be implemented subject to consultation.*

Dalmuir station is 1.80miles away from Clydebank station and is fully accessible. This station has step-free access to all platforms. Dalmuir Station will remain staffed during the hours that Clydebank station booking office currently operates. The proposed ticket office opening hours for Dalmuir station are highlighted below, however this station will continue to remain staffed out with these hours, until close of service.

Station name	Current Booking Office Hours			Proposed Booking Office Hours			
	Monday - Friday	Saturday	Sunday	Monday - Thursday	Friday	Saturday	Sunday
Dalmuir	0545-2400	0545-2400	0810-2400	0545-1900	0545-1900	0545-1900	0810-1700

**Note that the proposed Ticket Office opening hours for Singer Station will only be implemented subject to consultation.*

2.7 Transport Focus Recommendations

Transport focus note that after reviewing ticket sales data, Clydebank station does not meet the criteria to remain open (appendix 2). However, Transport Focus did highlight that many respondents have asked ScotRail to reconsider the closure of this station in light of regeneration initiatives. This is something ScotRail will take into considerations before making any final decision on the closure of this Station.

2.8 Conclusions and Recommendations

Analysis of the existing data indicates that closing the ticket office at Clydebank station would have little impact on customers with protected characteristics:

- The station is considered to be accessible, with step free access onto both platforms indicating little/no need for station staff to be on hand to assist passenger on or off the property.
- Passengers' assistance and the purchasing of concession tickets at this station is low and passengers can receive this service from on-train staff.
- There is no evidence of Anti-Social behaviour at Clydebank station, suggesting that closing the station booking office would have little/no impact on instances of anti-social behaviour.
- Demographic analysis of people living in the Clydebank area, shows that the number of people living over the age of 65 is comparable to the Scottish average. Furthermore, people living within the Clydebank area who are limited by a long-term health problem or disability is below the Scottish average.
- The provision of train services will not be altered as a result of schedule 17 amendments

Although an initial review of data suggests closing the station would have little impact on customers with protected characteristics, consultation with those that share protected characteristics and with ScotRail Staff members is required, before ScotRail will make an informed decision. **Potential to pause closure for two years following IT feedback.**

3. Kingussie Station

3.1 Station Profile

Based on 2019 data, the annual footfall at Kingussie station was 37,107. A Customer Information Screen (CIS), Public Address (PA) System and Help point are available at Kingussie station, there is no Ticket Vending Machine (TVM) located at this station.

**Note that the review of 2019 data represents a period not impacted by the covid pandemic and the associated fall in customer numbers.*

The current opening hours at Kingussie Station are from 07:00 to 14:04 Monday to Saturday.

Through adopting the relevant guidance on changes to ticket office hours, it proposed that based on the level of ticket sales at this station, the ticket office will close. Despite some hour periods being marginally above the 12-ticket threshold. ScotRail believes that it is not financially viable to staff the station and that the resource would be better deployed as part of a peripatetic customer service team

Average hourly Ticket office sales at Kingussie station:

	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Total	
Mon-Thu	0	0	0	4	10	11	8	8	6	10	1	0	0	0	0	0	0	0	0	0	57
Fri	0	0	0	4	14	9	7	10	12	9	2	0	0	0	0	0	0	0	0	0	67
Sat	0	0	0	1	12	5	14	3	2	3	0	0	0	0	0	0	0	0	0	0	40
Sun	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Current and proposed Ticket office hours:

Station name	Current Booking Office Hours			Proposed Booking Office Hours			
	Monday - Friday	Saturday	Sunday	Monday - Thursday	Friday	Saturday	Sunday
Kingussie	0826-1530	0826-1530	Closed	Closed	Closed	Closed	Closed

3.2 Station Accessibility

Kingussie station has step free access to platform 1 however platform 2 can only be accessed via the connecting footbridge with stairs. It is therefore only accessible in one direction.

A review of passenger assistance data (arrivals and departures) from April 2019-March 2020 shows a total of 143 booked passenger assists at Kingussie station between this time period. This accounts for 0.38% of all booked passenger assists across the whole Scottish rail network (including unstaffed stations). Analysis of the passenger assistance data shows that 63 (44%) of booked assists took place out with the current opening times. Closing the station would increase this number to 143, this is an increase of 127%, suggesting that closing the station will have a fairly significant impact on current passengers requiring assistance.

Furthermore, a review of customer complaints identified that between 2019/20, there were no complaints relating to failed assistance at Kingussie station, indicating that passengers who received assistance out with current booking office opening times, did so without incident from on-train staff.

3.3 Ticket purchasing

We have assessed the number of concession tickets sold between 13th October and 31st December 2019; 0 tickets were sold during this time. During the same time period, 1 Senior Railcard was purchased at Kingussie station.

This suggests that closing the ticket office will have no impact on the purchasing of these rail products. Furthermore, customers can purchase these products from on-train staff as an alternative to using the station booking office.

3.4 Anti-Social Behaviour

As part of the Schedule 17 review, ScotRail considered the impact the proposed changes could have on anti-Social Behaviour.

Note: The data used for the analysis and the purposes of the DIA were 2021 records, as this provides a more accurate and complete account of ASB incidents, due to new reporting processes implemented in 2020. ASB can be reported by Staff, BTP, CCTV monitoring, Control and by customers via help points.

There was one instance of anti-social behaviour reported at Kingussie station in 2021, for wifi damage.

The safety and security of our customers and staff remains ScotRail's number one priority.

Based on the data analysis of anti-social behaviour at Kingussie station, ScotRail does not propose any changes to station closures. The Schedule 17 proposals create an opportunity to proactively target anti-social behaviour, through redeploying resources during key times at stations/on train, to engage with passengers/public in a positive way to influence changes in behaviours.

The proposed new ScotRail's mobile teams will collaborate with our Security Manager, the Travel Safe Team, and the British Transport Police to identify key focus points in stations and on trains to provide support in tackling anti-social behaviour, with a particular focus on vulnerable people. Staff will be provided with the relevant training to carry out these duties safely and effectively.

3.5 Demographics

We have assessed the Scottish Census data to analyse the demographics of people with protected Characteristics in the Kingussie area, where Kingussie station is situated.

An analysis of the surrounding demographics shows that the 20.9% of people living in the Kingussie area are over the age of 65. This is higher than the Scottish average of 16.8%.

The percentage of people with the Kingussie area who are limited by a long-term health problem or disability* is 8.7%. This just below the Scottish average of 9%.

**Definition: long-term health problem or disability that limits a person's day-to-day activities, and has lasted, or is expected to last, at least 12 months. This includes problems that are related to old age.*

3.6 Alternative Station

The closest alternative station to Kingussie station is Aviemore which is approximately 12 miles away.

Whilst Aviemore has step free access to both platforms and will remain staffed during the hours that Kingussie currently operates, the significant distance between both stations means that this is not a viable alternative station.

3.7 Conclusions/considerations and Mitigations

Analysis of the existing data indicates that closing the ticket office at Kingussie station would have a significant impact on customers with protected characteristics, particularly those requiring passenger assistance (Disabled/elderly):

- Kingussie station is only accessible in one direction. The station has step free access to platform 1 however platform 2 can only be accessed via the connecting footbridge with stairs. This may account for the higher number of passengers assists at this station (143), comparable to relatively low footfall (37,107).
- Based on 2019 data, closing the station would have a significant impact on passengers requiring assistance. Data shows that 63 (44%) of booked assists took place out with the current opening times. Closing the station would increase this number to 143, this is an increase of 127%.
- Whilst the percentage of people living in Kingussie, who are limited by a long-term health problem or disability is below the Scottish average, the number of people over the age of 65 is higher than average by 4.1%
- There is significant distance between the next staffed/step free station, which is 12 miles' away, it is therefore not a viable alternative station for customers with protected characteristics

It is also important to note that the ticket issuing data does go above the ticket threshold of 12 tickets per hour on some occasions. The proposed ticket office opening hours for this station will therefore be amended as follows:

Station name	Current Booking Office Hours			Proposed Booking Office Hours			
	Monday - Friday	Saturday	Sunday	Monday - Thursday	Friday	Saturday	Sunday
Kingussie	0826-1530	0826-1530	Closed	1000-1145	0845-1400	0900-1145	Closed

**Note that the proposed Ticket Office opening hours for Kingussie Station will only be implemented subject to consultation.*

Whilst these hours ensure the station remains open during periods of 12 tickets per hour or more, the proposed ticket opening hours would still result in approximately 45 (31%) of the current booked assists taking place out with staffing hours. The station will therefore remain staffed between the hours of 0822-1500 Monday to Saturday (out with the proposed schedule 17 hours). This will increase the current number of booked assists taking place out with staffing hours by just 4 (instead of 80) and will ensure the station is sufficiently staffed to provide assistance to passengers with protected characteristics.

4. Woodhall Station

4.1 Station Profile

Based on 2019 data*, the annual footfall at Woodhall station was 45,151. A Customer Information Screen (CIS), Public Address (PA) System and Help point are available at Woodhall station, there is no Ticket Vending Machine (TVM) located at this station.

**Note that the review of 2019 data represents a period not impacted by the covid pandemic and the associated fall in customer numbers.*

The current opening hours at Woodhall Station are from 07:00 to 14:04 Monday to Saturday.

Through adopting the relevant guidance on changes to ticket office hours, it is proposed that based on the level of ticket sales at this station, the ticket office will close.

Average hourly Ticket office sales at Woodhall station:

	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Total	
Mon-Thu	0	1	3	7	2	2	2	2	1	1	0	1	0	0	0	0	0	0	0	0	22
Fri	0	0	1	4	1	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	11
Sat	0	0	0	2	2	1	4	3	0	0	0	0	0	0	0	0	0	0	0	0	12
Sun	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Current and proposed Ticket office hours:

Station Profile	Current Booking Office Hours			Proposed Booking Office Hours			
	Monday - Friday	Saturday	Sunday	Monday - Thursday	Friday	Saturday	Sunday
Woodhall	0700-1404	0700-1404	Closed	Closed	Closed	Closed	Closed

4.2 Station Accessibility

Woodhall station has step free access to both platforms, it is therefore accessible by many people with reduced mobility. Ramps are available at both platforms and there is a connecting footbridge with stairs between platforms.

A review of passenger assistance data (arrivals and departures) from April 2019-March 2020 shows a total of 3 booked passenger assists at Woodhall station between this time period. This accounts for 0.01% of all booked passenger assists across the whole Scottish rail network (including unstaffed stations). Analysis of the passenger assistance data shows that no booked assists took place out with the current opening times, suggesting that closing the station will have little/no impact on current passengers requiring assistance. Furthermore, on-train staff are trained to look out for customers that appear to be needing help on platforms and check the platform before the train leaves the station. It is likely therefore, that the provision of assistance to any customer requiring it would not be impacted as a result of closing the booking office.

A review of customer complaints identified that between 2019/20, there were no complaints relating to failed assistance at Woodhall station, indicating that passengers received assistance

without incident from on-train staff. On-train staff have access to the passenger assist app and are responsible for assisting passengers onto the train during times when a station is unstaffed.

4.3 Ticket purchasing

We have assessed the number of concession tickets sold between 13^h October and 31st December 2019, a total of 47 tickets were sold during this time. This accounts for just 0.01% of all tickets currently sold across the 143 Ticket offices on the Scottish Rail Network. During the same time period, no Senior Railcards were purchased at Woodhall station.

Of the booked passenger assists at Woodhall station, only one assist was booked during the time period between 13th October and 31st December 2019, suggesting a very small percentage of Concession and Senior Railcard purchasers require assistance.

4.4 Anti-Social Behaviour

As part of the Schedule 17 review, ScotRail considered the impact the proposed changes could have on anti-Social Behaviour.

Note: The data used for the analysis and the purposes of the DIA were 2021 records, as this provides a more accurate and complete account of ASB incidents, due to new reporting processes implemented in 2020. ASB can be reported by Staff, BTP, CCTV monitoring, Control and by customers via help points.

There were no instances of anti-social behaviour reported at Woodhall station in 2021.

4.5 Demographics

We have assessed the Scottish Census data to analyse the demographics of people with protected Characteristics in the Port Glasgow area, where Woodhall station is situated.

An analysis of the surrounding demographics shows that the 17% of people living in the Port Glasgow area are over the age of 65. This is comparable to the Scottish average of 16.8%.

The percentage of people with the Port Glasgow area who are limited by a long-term health problem or disability* is 14.2%. This is above the Scottish average of 9%.

**Definition: long-term health problem or disability that limits a person's day-to-day activities, and has lasted, or is expected to last, at least 12 months. This includes problems that are related to old age.*

4.6 Alternative Station

The closest alternative station to Woodhall is Port Glasgow, which is approximately 1.5 miles away. Based on the proposed changes to ticket office opening hours, in line with the schedule 17 review, Port Glasgow ticket office will remain staffed during the hours that Woodhall currently operates.

Station name	Current Booking Office Hours			Proposed Booking Office Hours			
	Monday - Friday	Saturday	Sunday	Monday - Thursday	Friday	Saturday	Sunday
Port Glasgow	0615-0000	0615-0000	0745-0000	0630-1800	0645-1900	0815-1930	1115-1345

**Note that the proposed Ticket Office opening hours for Singer Station will only be implemented subject to consultation.*

Port Glasgow Station has step free access to both platforms, and there is a connecting footbridge with stairs between platforms.

4.7 Transport Focus Recommendations

Transport focus note that after reviewing ticket sales data, Woodhall station does not meet the criteria to remain open (appendix 2). However Transport Focus did highlight that many respondents have asked ScotRail to reconsider the closure of this station in light of regeneration initiatives. This is something ScotRail will take into considerations before making any final decision on the closure of this Station.

4.8 Conclusions/considerations and Mitigations

Analysis of the existing data indicates that closing the ticket office at Woodhall station would have little impact on customers with protected characteristics:

- The station is considered to be accessible, with step free access onto both platforms indicating little/no need for station staff to be on hand to assist passenger on or off the property.
- Passengers' assistance and the purchasing of concession tickets at this station is extremely low and passengers can receive this service from on train staff.
- Evidence of Anti-Social behaviour at Woodhall station shows that instances took place on train and not at the station suggesting that closing the station booking office would have little/no impact on instances of anti-social behaviour.
- Demographic analysis of people living in the Port Glasgow area, shows that the number of people living over the age of 65 is comparable to the Scottish average. Furthermore, people living within the Port Glasgow area who are limited by a long-term health problem or disability is below the Scottish average.
- The provision of train services will not be altered as a result of schedule 17 amendments

Although an initial review of data suggests closing the station would have little impact on customers with protected characteristics, consultation with those that share protected characteristics and with ScotRail Staff members is required, before ScotRail will make an informed decision. **Potential to pause closure for two years following TF feedback.**

' or through consultation?

Action	By when?	By whom?
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Step 7: Publication

- Please retain copies of this and all completed DIAs in a suitable shared repository.
- Customer-related DIAs may be published on our website.

Step 8: Gateway reviews

Gateway; review date; review authority

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