

## **Northern Rail Statement: Morpeth Ticket Office**

### SENRUG and Morpeth Matters

On behalf of Northern, I would like to apologise for the problems you have recently encountered at Morpeth regarding the opening of the Ticket Office. As you are aware we have had several issues with staff shortages due to sickness and a vacancy arising at the same time. We are working hard to resolve this and in the interim provide additional support to the station. The vacancy has been filled and train dispatch and ticket office training is currently ongoing, this training is due to be complete in the upcoming weeks. This training due to its safety critical nature cannot be advanced any quicker. Our Station Manager has been covering Morpeth when there are no staff available to ensure we cover train dispatch duties. Our staff at other stations have been providing support where possible, however we are conscious that we need to review how we plan our support coverage to ensure all stations have an even coverage.

I fully appreciate the concerns and frustrations that you and others have raised. I hope that the above update provides some reassurance that our Stations Teams are working to improve the situation.

Our Station Manager has informed me that she will be providing cover at the station for the rest of this week. We are currently looking into cover for next week, however where needed we will look to provide staff from other departments to ensure staff are available at the station. After this we should be in a stronger position with staff.

Our longer term plans as part of our franchise commitments involve increasing staff presence at stations and Morpeth plays a key role in this.

If you have any further concerns, please contact our customer services team, who will log all complaints and we can respond collectively to them. Contact details can be found at: <https://www.northernrailway.co.uk/other-feedback>

I will ask our Station Manager to keep me updated with progress of staff cover and ask that where possible we display information at the station to provide customers with details of opening times.

Anna Weeks

**Commercial Manager – North East**

**Northern**