

Email 31st August 2023

To Transport Focus, ticketoffice.northern@transportfocus.org.uk

cc Ian Lavery MP for Wansbeck, Anne-Marie Trevelyan MP for Berwick-upon-Tweed

**Subject: Northern's Ticket Office Closure consultation –
Response Addendum: Alnmouth & Morpeth stations**

Dear Transport Focus

This is an addendum to the response from SENRUG to Northern's Ticket Office Closure consultation, which was emailed to ticketoffice.northern@transportfocus.org.uk on 22nd July 2023, copy available on the SENRUG website [here](#).

In addition to the points made in our earlier, comprehensive response, we also wish to bring to your attention that Northern's consultation document significantly **understates** the current opening hours / station staffing hours for the ticket offices at Alnmouth and Morpeth stations.

This means that the reduction in staffing hours Northern propose appears much less than it would actually be, should the proposals be implemented.

The reality is that:

For **Alnmouth** station there would be a **37.96%** reduction in staffed hours per week, not 1.63% as Northern's consultation website implies.

For **Morpeth** station there would be a **46.34%** reduction in staffed hours per week, not 10.86% as Northern's consultation website implies.

The full calculation of these figures, along with the incorrect current opening hours given in Northern's consultation papers, and the correct current opening hours as displayed at stations, observed in practice and displayed on National Rail's website, plus the proposed staffing hours, are shown on the attached one-page spreadsheet.

It is very disappointing Northern have not amended the incorrect data in their consultation document, despite it being brought to the attention of their operational managers with whom we deal regularly, and the extension of the response window. We are not clear if this is due to simple managerial incompetence or a deliberate attempt to deceive passengers and consultees as to the full extent of their proposals. We find either alternative to be completely unacceptable, particularly for a government owned tax-payer funded company.

We therefore hold the consultation to be invalid and not statutorily compliant. No reduction in station staffing hours should proceed until a proper consultation with correct information has been undertaken. Furthermore, it is clear Northern do not understand their own business or the impact of their proposals on the day to day lives of customers who use their stations, and we strongly recommend the proposals to make any reduction to station staffing hours are abandoned in their entirety, for the reasons set out in our earlier response.

Kindest regards

Dennis Fancett

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Campaigning for The Northumberland Line (previously known as Ashington Blyth & Tyne Line) since March 2005

See our campaign chronology [here](#)

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SENRUG has members across South East and East Northumberland including passengers using Alnmouth and Morpeth stations.

[for attachment see next page]

ALNMOUTH													
												Implied	Actual
	Ticket Office				Ticket Office			Journey Maker				Percentage	Percentage
	Current Hours Stated In				Current Hours			Proposed Hours				Reduction	Reduction
	Consultation Document				Actual							In Staffing	In Staffing
Day	Opening	Closing	Total	Opening	Closing	Total	Opening	Closing	Total				
	Time	Time	Hours	Time	Time	Hours	Time	Time	Hours				
Mon-Fri	06:40	13:15	6.58	06:40	18:00	11.33	06:30	13:00	6.50				
Sat	06:40	13:15	6.58	06:40	18:00	11.33	06:30	13:00	6.50				
Sun	10:40	21:00	10.33	10:20	21:30	11.00	11:00	21:00	10.00				
Weekly Total			49.81			78.98			49.00			1.63%	37.96%
MORPETH													
												Implied	Actual
	Ticket Office				Ticket Office			Journey Maker				Percentage	Percentage
	Current Hours Stated In				Current Hours			Proposed Hours				Reduction	Reduction
	Consultation Document				Actual							In Staffing	In Staffing
Day	Opening	Closing	Total	Opening	Closing	Total	Opening	Closing	Total				
	Time	Time	Hours	Time	Time	Hours	Time	Time	Hours				
Mon-Fri	06:30	12:40	6.17	06:30	17:30	11.00	06:30	12:00	5.50				
Sat	06:30	12:40	6.17	06:30	13:00	6.50	06:30	12:00	5.50				
Sun	Closed		0.00	Closed		0.00	Closed		0.00				
Weekly Total			37.02			61.50			33.00			10.86%	46.34%