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**WOKINGHAM
BOROUGH COUNCIL**

Civic Offices
Shute End
Wokingham
RG40 1BN

EXECUTIVE - INDIVIDUAL MEMBER DECISIONS - THURSDAY, 31ST AUGUST, 2023

I am now able to enclose, for consideration at the next Thursday, 31st August, 2023 meeting of the Executive - Individual Member Decisions, the full list of feedback received regarding the main report.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Susan Parsonage', with a stylized flourish at the end.

Susan Parsonage
Chief Executive

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Agenda Item IMD20

Full list of feedback received	
Town and Parish Councils	
Annabel Wood – Parish Clerk, Arborfield and Newland Parish Council	Accessibility and support issues raised for those with special needs and impaired eyesight in addition to concerns raised by the WBC. Concern for reduced standard of service in exchange for reduced running costs for stations.
Maria Bradshaw – Parish Clerk, St Nicholas Hurst Parish Council	Fundamentally disagree with the proposals. With a demographic in Hurst which includes a large proportion of older people, councillors do not find machines to be an easier or more user-friendly alternative and urge ticket offices not to be closed.
Marcia Milsom – Parish Clerk, Winnersh Parish Council	Raised strong opposition due to a number of factors. The short initial consultation of only 21 days, especially during August when councils do not normally hold meetings. Strong disadvantage that the closures will impact the elderly and disabled on accessibility to travel. Inability to purchase specific fares in stations not categorised as category 1. General reduction of staff hours impacting quality of travel and safety particularly for women and girls and difficult to navigate mobile app ticketing.
Miranda Parker – Parish Clerk, Charvil Parish Council	General agreement to the arguments proposed, no further comments raised.
Local Ward Members	
Beth Rowland – Councillor, South Lake	General agreement to the arguments proposed, no further comments raised.
Gary Cowan – Councillor, Aborfield	General agreement to the arguments proposed, no further comments raised.
Lindsay Ferris – Councillor Twyford	Simple journeys may be possible on ticket machines but more complicated journeys are far more difficult to organise without the support and assistance provided by ticket offices. Many people in Twyford rely on Ticket offices and would not like to see this service shut.
Marie-Louise Weighill – Councillor, Norreys	Concern from the elderly on navigating online systems as well as for families who rely on the expertise of ticket offices to book day trips and leisure travel. Parents of children and young people in SEND education who are facing the withdrawal of supported travel by the council are not able to organise and secure cost-effective safe travel for their children on public transport.

<p>Pauline Helliard-Symons – Councillor, Wokingham Without</p>	<p>General agreement to the arguments proposed, no further comments raised.</p>
<p>Prue Bray – Councillor, Winnersh</p>	<p>For the low number of ticket sales for Winnersh and Winnersh Triangle, if the ticket office is not open for most of the day, most tickets will have to be bought online or at a machine.</p> <p>At stations with only one ticket machine such as Winnersh, a breakdown of the machine risks a passenger boarding without a ticket and facing a £100 fine through no fault of their own.</p> <p>Criticism of the consultation including complicated and difficult to find supporting documents, very short timeframe for consultation.</p>
<p>Rachel Burgess – Councillor, Norreys Ward, and responding on behalf of Labour Group</p>	<p>Serious concerns over accessibility and discrimination concerns for disabled people or older/vulnerable people, unavailable products through ticket machines, reduction in safety and perception of safety while travelling, loss of quality service for all passengers and confusing and difficult to navigate ticket machines, particularly for older or vulnerable residents.</p>
<p>Sarah Kerr – Councillor, Ewendons</p>	<p>Agree with the summary with additional concerns for: Older, lower income and the youth who prefer to use cash and require additional assistance and advice to getting the correct tickets.</p> <p>Security and perception of security specifically for women and girls in line with violence against women and girls (VAWG).</p>