

Equality & Diversity Impact Assessment (EDIA)

Chiltern Railways - Ticket Office Proposals for Consultation
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Commercial and Customer Strategy Directive
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30 June 2023

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What is an Equality & Diversity Impact Assessment and why do we need one?

An Equality & Diversity Impact Assessment (EDIA) is a way of looking at decisions, policies, and practices systematically to understand any disproportionate impact and how they could potentially affect groups of people sharing the same protected characteristic.

The EDIA process is designed to create an inclusion mindset that can impact the way decisions are made within our organisation. To ensure inclusion and equality are considered in every aspect of our organisation.

EDIA is part of the Chiltern Railways equality duty under the Equality Act 2010. The Equality Act 2010 specifies the following 'protected characteristics': age, disability, race (including ethnicity and nationality), religion or belief, sex, sexual orientation, gender reassignment, pregnancy and maternity, and marriage or civil partnership.

An EDIA is often completed for major bids and proposals. However, they aren't just for new projects. This tool can be used for ongoing projects to help explore how we could be doing things better for our staff and customers, as well as if there is any need for updating or further development.

EDIAs are integral for identifying negative and potential adverse impacts but also give us a great opportunity to promote amazing work in equality and inclusion.

Document Versions & Updates.

This is a live document and will be reviewed and updated when changes and considerations change.

Version 1	30 June 2023
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Chiltern Railways Proposal

We propose to close all ticket office windows and our team members will transition to multi-skilled 'customer help' roles. This model is already in place in many parts of our network, such as Bicester Village and Oxford Parkway Station

- Chiltern team members will be brought closer to customers by moving out from 'behind the glass' in the ticket office into the public areas of stations where they will be more visible, be better able to provide fares and journey planning advice, assist in using the ticket machines and support our customers with accessibility needs
- Our stations will continue to be staffed and the hours of operation where we have a member of staff on the station will remain the same as they are today, with similar hours of service for accessibility and ticket assistance.
- Customers who have not been able to buy travel or get the information needed in advance using digital options such as websites or apps, will be provided help and support to buy from the ticket vending machines at the station
- Products that cannot be purchased through self-serve ticket machines will be available from our team members in the station that have access to an enhanced mobile device that can provide these products.
- We will retain the ability to process cash transactions via the ticket vending machines
- Customer accessibility services will remain unchanged
- Ticket offices will be repurposed to provide colleague, commercial or community space dependent on the station, subject to investment

Accessibility

At Chiltern Railways we want to provide a great service for all our customers, including those with special travel needs or those who would appreciate a helping hand.

Bringing our team members out from behind the glass will make it easier for customers to interact with them and get the support they need. **These proposals will not change our accessibility arrangements, full details of our current services can be found [here](#).**

Our Assisted Travel Team can help you in all kinds of situations, such as:

- Advice about access at the stations you want to use
- Assisting you when you arrive at the station, change trains, or reach your destination

If you have a disability that makes travelling by train difficult, you may qualify for discounted travel – ask the Assisted Travel Team for details.

If you are planning on travelling with Chiltern Railways and other rail operators, you can request assistance up to 2 hours ahead of your journey. The easiest way to request assistance is by using the [Passenger Assistance website](#). Alternatively, you can call 03456 005 165 (selecting option 3 then option 3 again) to book over the phone.

In the same way you can today, customers can always simply “Turn Up and Go” without booking assistance in advance, or if you have made an online booking that has not yet been confirmed. We will provide assistance to get you to your destination.

Extension of Pay As You Go

As part of the drive to provide simpler, easier ticketing for customers and the Government’s commitment to grow Pay as You Go (PAYG) contactless ticketing, an additional six stations on the Chiltern network will enable customers to pay for their journeys using a contactless credit or debit card by December 2023.

The stations to which Pay as You Go will be extended to are;

- Denham
- Denham Golf Club
- Gerrards Cross
- Seer Green and Jordans
- Beaconsfield
- High Wycombe

Further details on when the facility will be available at stations will be provided when available.

Station Details

The following pages will show you the EDIA for each station that is included in the proposal and any impacts & mitigations.

Aylesbury Vale Parkway

Protected Characteristics	Impact Yes or No
Age	Yes
Disability	Yes
Marriage or Civil Partnership	No
Pregnancy/Maternity	No
Race	No
Religion or Belief	No
Sex	No
Gender Reassignment	No
Sexual Orientation	No

Comments and Mitigations

With the removal of the ticket office, some customers may be unable to understand, be familiar with, or find it difficult to use technology. These customers would typically use the ticket office facility and may prefer to use cash to purchase tickets. They may not trust the contactless payment system or remember their Chip & Pin code and also prefer the interaction with staff to book and fulfil their travel needs. The ticket office often provides them with confidence that their travel needs will be looked after.

Without the ticket office facility, where people can only use cash or prefer this, mitigations must be in place for the safety and security of staff handling cash.

Chiltern Railways will retain the system used (MTIS) to ensure that ALL customers have access to purchase any ticket currently available via the Ticket Office. With staff being relocated from the ticket office to be more customer facing, our strategy will be for the staff to assist customers to use the Ticket Vending Machines (TVM's).

Aylesbury

Protected Characteristics	Impact Yes or No
Age	Yes
Disability	Yes
Marriage or Civil Partnership	No
Pregnancy/Maternity	No
Race	No
Religion or Belief	No
Sex	No
Gender Reassignment	No
Sexual Orientation	No

Comments and Mitigations

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Banbury

Protected Characteristics	Impact Yes or No
Age	Yes
Disability	Yes
Marriage or Civil Partnership	No
Pregnancy/Maternity	No
Race	No
Religion or Belief	No
Sex	No
Gender Reassignment	No
Sexual Orientation	No

Comments and Mitigations

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Beaconsfield

Protected Characteristics	Impact Yes or No
Age	Yes
Disability	Yes
Marriage or Civil Partnership	No
Pregnancy/Maternity	No
Race	No
Religion or Belief	No
Sex	No
Gender Reassignment	No
Sexual Orientation	No

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Bicester North

Protected Characteristics	Impact Yes or No
Age	Yes
Disability	Yes
Marriage or Civil Partnership	No
Pregnancy/Maternity	No
Race	No
Religion or Belief	No
Sex	No
Gender Reassignment	No
Sexual Orientation	No

Comments and Mitigations

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Bicester Village

Protected Characteristics	Impact Yes or No
Age	Yes
Disability	Yes
Marriage or Civil Partnership	No
Pregnancy/Maternity	No
Race	No
Religion or Belief	No
Sex	No
Gender Reassignment	No
Sexual Orientation	No

Comments and Mitigations

There will be no change to operations at Bicester Village as the station already operates the proposed model of working. Bicester Village does not have a ticket office therefore, there will be no change at this station in the proposal.

Birmingham Moor Street

Protected Characteristics	Impact Yes or No
Age	Yes
Disability	Yes
Marriage or Civil Partnership	No
Pregnancy/Maternity	No
Race	No
Religion or Belief	No
Sex	No
Gender Reassignment	No
Sexual Orientation	No

Comments and Mitigations

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Dorridge

Protected Characteristics	Impact Yes or No
Age	Yes
Disability	Yes
Marriage or Civil Partnership	No
Pregnancy/Maternity	No
Race	No
Religion or Belief	No
Sex	No
Gender Reassignment	No
Sexual Orientation	No

Comments and Mitigations

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Denham

Protected Characteristics	Impact Yes or No
Age	Yes
Disability	Yes
Marriage or Civil Partnership	No
Pregnancy/Maternity	No
Race	No
Religion or Belief	No
Sex	No
Gender Reassignment	No
Sexual Orientation	No

Comments and Mitigations

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Gerrards Cross

Protected Characteristics	Impact Yes or No
Age	Yes
Disability	Yes
Marriage or Civil Partnership	No
Pregnancy/Maternity	No
Race	No
Religion or Belief	No
Sex	No
Gender Reassignment	No
Sexual Orientation	No

Comments and Mitigations

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Great Missenden

Protected Characteristics	Impact Yes or No
Age	Yes
Disability	Yes
Marriage or Civil Partnership	No
Pregnancy/Maternity	No
Race	No
Religion or Belief	No
Sex	No
Gender Reassignment	No
Sexual Orientation	No

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Haddenham & Thame Parkway

Protected Characteristics	Impact Yes or No
Age	Yes
Disability	Yes
Marriage or Civil Partnership	No
Pregnancy/Maternity	No
Race	No
Religion or Belief	No
Sex	No
Gender Reassignment	No
Sexual Orientation	No

Comments and Mitigations

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High Wycombe

Protected Characteristics	Impact Yes or No
Age	Yes
Disability	Yes
Marriage or Civil Partnership	No
Pregnancy/Maternity	No
Race	No
Religion or Belief	No
Sex	No
Gender Reassignment	No
Sexual Orientation	No

Comments and Mitigations

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Leamington Spa

Protected Characteristics	Impact Yes or No
Age	Yes
Disability	Yes
Marriage or Civil Partnership	No
Pregnancy/Maternity	No
Race	No
Religion or Belief	No
Sex	No
Gender Reassignment	No
Sexual Orientation	No

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London Marylebone

Protected Characteristics	Impact Yes or No
Age	Yes
Disability	Yes
Marriage or Civil Partnership	No
Pregnancy/Maternity	No
Race	No
Religion or Belief	No
Sex	No
Gender Reassignment	No
Sexual Orientation	No

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Oxford Parkway

Protected Characteristics	Impact Yes or No
Age	Yes
Disability	Yes
Marriage or Civil Partnership	No
Pregnancy/Maternity	No
Race	No
Religion or Belief	No
Sex	No
Gender Reassignment	No
Sexual Orientation	No

Comments and Mitigations

There will be no change to operations at Oxford Parkway as the station already operates the proposed model of working. Bicester Village does not have a ticket office therefore, there will be no change at this station in the proposal.

Princes Risborough

Protected Characteristics	Impact Yes or No
Age	Yes
Disability	Yes
Marriage or Civil Partnership	No
Pregnancy/Maternity	No
Race	No
Religion or Belief	No
Sex	No
Gender Reassignment	No
Sexual Orientation	No

Comments and Mitigations

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Stoke Mandeville

Protected Characteristics	Impact Yes or No
Age	Yes
Disability	Yes
Marriage or Civil Partnership	No
Pregnancy/Maternity	No
Race	No
Religion or Belief	No
Sex	No
Gender Reassignment	No
Sexual Orientation	No

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Solihull

Protected Characteristics	Impact Yes or No
Age	Yes
Disability	Yes
Marriage or Civil Partnership	No
Pregnancy/Maternity	No
Race	No
Religion or Belief	No
Sex	No
Gender Reassignment	No
Sexual Orientation	No

Comments and Mitigations

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Seer Green & Jordans

Protected Characteristics	Impact Yes or No
Age	Yes
Disability	Yes
Marriage or Civil Partnership	No
Pregnancy/Maternity	No
Race	No
Religion or Belief	No
Sex	No
Gender Reassignment	No
Sexual Orientation	No

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Wendover

Protected Characteristics	Impact Yes or No
Age	Yes
Disability	Yes
Marriage or Civil Partnership	No
Pregnancy/Maternity	No
Race	No
Religion or Belief	No
Sex	No
Gender Reassignment	No
Sexual Orientation	No

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Warwick Parkway

Protected Characteristics	Impact Yes or No
Age	Yes
Disability	Yes
Marriage or Civil Partnership	No
Pregnancy/Maternity	No
Race	No
Religion or Belief	No
Sex	No
Gender Reassignment	No
Sexual Orientation	No

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Warwick

Protected Characteristics	Impact Yes or No
Age	Yes
Disability	Yes
Marriage or Civil Partnership	No
Pregnancy/Maternity	No
Race	No
Religion or Belief	No
Sex	No
Gender Reassignment	No
Sexual Orientation	No

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