Non Retail Services

							Currently Provided For									Proposal to be Provided For								
Station ID	Station Name	Station CRS	Station NLC	Issuing Office NLC	Trave Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Tore From	Ticket Office Staff Responsibility - Tore To	First Train	Last Train	Will this still be provided following the proposal?	If answer is column P is no, why will this no longer be provided?	How will this now be delivered? (Provide Rate/Grade as per Proposal Information Cat A1 input)	Location of site station (e.g. in station, off station, within ticket hall)?	When it can be provided from	When it can be provided until	Proportion of time provided	First Train	Last Train	Does this represent a Quality of Service Improvement	Why? (TBA Requirement: How will the change represent an improvement on current arrangements in terms of quality of service and/or cost effectiveness?)	Is this cost effective?	Why? (TBA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?)	How do the changes help deliver the Williams Shapps plan to, modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc. those who cannot/do not want to use contactless or mobile tickets)
1	BENFLEET	BEF	7639	7639	Mon-Fri	Providing information to customers	06:15	21:30	No	No	Yes	NA	Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Ticket Office/Gatelines	06:15	23:59	121%	Yes	Yes	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Mon-Fri	Key fob/availability of toilet toilets	06:15	21:30	No	No	Yes	NA	Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Ticket Office/Gatelines	06:15	23:59	121%	Yes	Yes	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Mon-Fri	Key fob/availability of general toilets	06:15	21:30	No	No	Yes	NA	Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Ticket Office/Gatelines	06:15	23:59	121%	Yes	Yes	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Mon-Fri	Key fob/availability of waiting rooms	06:15	21:30	No	No	Yes	NA	Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Ticket Office/Gatelines	06:15	23:59	121%	Yes	Yes	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Mon-Fri	Opening/availability of lifts	06:15	21:30	No	No	Yes	NA	Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Ticket Office/Gatelines	06:15	23:59	121%	Yes	Yes	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Mon-Fri	TVM replenishment, support and maintenance	06:15	21:30	No	No	Yes	NA	Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Ticket Office/Gatelines	06:15	23:59	121%	Yes	Yes	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Mon-Fri	Cold weather procedure	06:15	21:30	No	No	Yes	NA	Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Ticket Office/Gatelines	06:15	23:59	121%	Yes	Yes	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Mon-Fri	Litter clearance and recycling	06:15	21:30	No	No	Yes	NA	Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Ticket Office/Gatelines	06:15	23:59	121%	Yes	Yes	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Mon-Fri	Phone charging points for access to emergency contacts	06:15	21:30	No	No	NO		NA	In may be charging point in waiting rooms etc			0%		-	-	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Mon-Fri	Complaints about the service/experience	06:15	21:30	No	No	Yes	NA	Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Ticket Office/Gatelines	06:15	23:59	121%	Yes	Yes	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Mon-Fri	Emergency response to incidents	06:15	21:30	No	No	Yes	NA	Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Ticket Office/Gatelines	06:15	23:59	121%	Yes	Yes	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Mon-Fri	Identifiable location for getting help	06:15	21:30	No	No	Yes	NA	Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Ticket Office/Gatelines	06:15	23:59	121%	Yes	Yes	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	06:15	21:30	No	No	Yes	NA	Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Ticket Office/Gatelines	06:15	23:59	121%	Yes	Yes	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Mon-Fri	Providing information to customers	-	-					Gateline	Gateline	00:00	02:00		Yes	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Mon-Fri	Key fob/availability of toilet toilets	-	-					Gateline	Gateline	00:00	02:00		Yes	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Mon-Fri	Key fob/availability of general toilets	-	-					Gateline	Gateline	00:00	02:00		Yes	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Mon-Fri	Key fob/availability of waiting rooms	-	-					Gateline	Gateline	00:00	02:00		Yes	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Mon-Fri	Opening/availability of lifts	-	-					Gateline	Gateline	00:00	02:00		Yes	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Mon-Fri	Cold weather procedure	-	-					Gateline	Gateline	00:00	02:00		Yes	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Mon-Fri	Litter clearance and recycling	-	-					Gateline	Gateline	00:00	02:00		Yes	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Mon-Fri	Emergency response to incidents	-	-					Gateline	Gateline	00:00	02:00		Yes	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Mon-Fri	Identifiable location for getting help	-	-					Gateline	Gateline	00:00	02:00		Yes	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	-	-					Gateline	Gateline	00:00	02:00		Yes	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sat	Providing information to customers	06:15	21:45	No	No	Yes		Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Gatelines/Ticket Office	05:00	22:00	103%	No	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sat	Key fob/availability of toilet toilets	06:15	21:45	No	No	Yes		Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Gatelines/Ticket Office	05:00	22:00	103%	No	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sat	Key fob/availability of general toilets	06:15	21:45	No	No	Yes		Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Gatelines/Ticket Office	05:00	22:00	103%	No	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sat	Key fob/availability of waiting rooms	06:15	21:45	No	No	Yes		Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Gatelines/Ticket Office	05:00	22:00	103%	No	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sat	Opening/availability of lifts	06:15	21:45	No	No	Yes		Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Gatelines/Ticket Office	05:00	22:00	103%	No	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sat	TVM replenishment, support and maintenance	06:15	21:45	No	No	Yes		Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Gatelines/Ticket Office	05:00	22:00	103%	No	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sat	Cold weather procedure	06:15	21:45	No	No	Yes		Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Gatelines/Ticket Office	05:00	22:00	103%	No	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sat	Litter clearance and recycling	06:15	21:45	No	No	Yes		Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Gatelines/Ticket Office	05:00	22:00	103%	No	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sat	Phone charging points for access to emergency contacts	06:15	21:45	No	No	Yes		NA	Floorwalkers/Gatelines/Ticket Office	05:00	22:00	103%	No	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sat	Complaints about the service/experience	06:15	21:45	No	No	Yes		Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Gatelines/Ticket Office	05:00	22:00	103%	No	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sat	Emergency response to incidents	06:15	21:45	No	No	Yes		Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Gatelines/Ticket Office	05:00	22:00	103%	No	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sat	Identifiable location for getting help	06:15	21:45	No	No	Yes		Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Gatelines/Ticket Office	05:00	22:00	103%	No	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sat	Visible staff presence for real and perceived safety and security benefits	06:15	21:45	No	No	Yes		Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Gatelines/Ticket Office	05:00	22:00	103%	No	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sun	Providing information to customers	06:15	21:15	No	No	Yes		Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Gatelines/Ticket Office	06:00	22:00	107%	No	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sun	Key fob/availability of toilet toilets	06:15	21:15	No	No	Yes		Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Gatelines/Ticket Office	06:00	22:00	107%	No	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sun	Key fob/availability of general toilets	06:15	21:15	No	No	Yes		Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Gatelines/Ticket Office	06:00	22:00	107%	No	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sun	Key fob/availability of waiting rooms	06:15	21:15	No	No	Yes		Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Gatelines/Ticket Office	06:00	22:00	107%	No	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sun	Opening/availability of lifts	06:15	21:15	No	No	Yes		Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Gatelines/Ticket Office	06:00	22:00	107%	No	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sun	TVM replenishment, support and maintenance	06:15	21:15	No	No	Yes		Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Gatelines/Ticket Office	06:00	22:00	107%	No	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sun	Cold weather procedure	06:15	21:15	No	No	Yes		Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Gatelines/Ticket Office	06:00	22:00	107%	No	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sun	Litter clearance and recycling	06:15	21:15	No	No	Yes		Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Gatelines/Ticket Office	06:00	22:00	107%	No	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sun	Phone charging points for access to emergency contacts	06:15	21:15	No	No	Yes		Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Gatelines/Ticket Office	06:00	22:00	107%	No	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sun	Complaints about the service/experience	06:15	21:15	No	No	Yes		Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Gatelines/Ticket Office	06:00	22:00	107%	No	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sun	Emergency response to incidents	06:15	21:15	No	No	Yes		Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Gatelines/Ticket Office	06:00	22:00	107%	No	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sun	Identifiable location for getting help	06:15	21:15	No	No	Yes		Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Gatelines/Ticket Office	06:00	22:00	107%	No	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sun	Visible staff presence for real and perceived safety and security benefits	06:15	21:15	No	No	Yes		Floorwalkers/Gatelines/Ticket Office	Floorwalkers/Gatelines/Ticket Office	06:00	22:00	107%	No	No	No	As a retained ticket office station the provisions/service quality will	Yes	As a retained ticket office station the provisions/service quality will	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
1	BENFLEET	BEF	7639	7639	Sun	Lower Defined	-	-										-	-				

								Currently Provided For									Proposal to be Provided For							
Station ID	Station Name	Station CRS	Station NLC	Staffing Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	First Train	Last Train	Will this still be provided following the proposal?	If answer to column P is no, why will this no longer be provided?	How will this service be delivered? (Provide date/details as per Proposal Information Gif At Input)	Location of alternative (e.g. in station, off station, within ticket hall)?	When it can be provided from	When it can be provided until	Proportion of time provided	First Train	Last Train	Does this represent a Quality of Service Improvement	Why? [TBA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost-effectiveness?]	Is this cost effective?	Why? [TBA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Review plan by: modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc. those who cannot/do not want to use contactless or mobile tickets)
3	GRAVS	GRY	7663	7663	Sun	Identifiable location for getting help	08:15	18:00	No	No	Yes		Floorwalkers/Station/Ticket Office	Floorwalkers/Station/Ticket Office	08:30	15:30	72%	No	No	no	reduced 24/ staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of these	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
3	GRAVS	GRY	7663	7663	Sun	Visible staff presence for real and perceived safety and security benefits	08:15	18:00	No	No	Yes		Floorwalkers/Station/Ticket Office	Floorwalkers/Station/Ticket Office	08:30	15:30	72%	No	No	no	reduced 24/ staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of these	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
3	GRAVS	GRY	7663	7663	Sun	Lost Defined	-	-										-	-				

								Currently Provided For									Proposal to be Provided For							
Station ID	Station Name	Station CRS	Station NLC	Staffing Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	First Train	Last Train	Will this still be provided following the proposal?	If answer to column P is no, why will this no longer be provided?	How will this service be delivered? (Provide Data/Details as per Proposal Information Gif At Input)	Location of alternative (e.g. in station, off station, within ticket hall)?	When it can be provided from	When it can be provided until	Proportion of time provided	First Train	Last Train	Does this represent a Quality of Service Improvement	Why? [TBA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost-effectiveness?]	Is this cost effective?	Why? [TBA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Review plan by: modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc. those who cannot/do not want to use contactless or mobile tickets)
6	CHAFFORD HUNDRED	CHF	7647	7647	Sun	Key fob/availability of toilet keys	09:00	14:45	No	No	Yes		Floor walker/Ticketless Staff	Concourse/gateline	06:00	17:00	191%	Yes	No	no	reduced 24/ staff coverage compared to present day and ticket office	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
6	CHAFFORD HUNDRED	CHF	7647	7647	Sun	Key fob/availability of general toilets	09:00	14:45	No	No	Yes		Floor walker/Ticketless Staff	Concourse/gateline	06:00	17:00	191%	Yes	No	no	reduced 24/ staff coverage compared to present day and ticket office	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
6	CHAFFORD HUNDRED	CHF	7647	7647	Sun	Key fob/availability of waiting rooms	09:00	14:45	No	No	Yes		Floor walker/Ticketless Staff	Concourse/gateline	06:00	17:00	191%	Yes	No	no	reduced 24/ staff coverage compared to present day and ticket office	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
6	CHAFFORD HUNDRED	CHF	7647	7647	Sun	Opening/availability of lifts	09:00	14:45	No	No	Yes		Floor walker/Ticketless Staff	Concourse/gateline	06:00	17:00	191%	Yes	No	no	reduced 24/ staff coverage compared to present day and ticket office	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
6	CHAFFORD HUNDRED	CHF	7647	7647	Sun	TVM replenishment, support and maintenance	09:00	14:45	No	No	Yes		Floowalker	Concourse/gateline	10:00	17:00	122%	No	No	no	reduced 24/ staff coverage compared to present day and ticket office	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
6	CHAFFORD HUNDRED	CHF	7647	7647	Sun	Cold weather procedures	09:00	14:45	No	No	Yes		Floor walker/Ticketless Staff	Concourse/gateline	06:00	23:59	351%	Yes	Yes	no	reduced 24/ staff coverage compared to present day and ticket office	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
6	CHAFFORD HUNDRED	CHF	7647	7647	Sun	Litter clearance and recycling	09:00	14:45	No	No	Yes		Floor walker/Ticketless Staff	Concourse/gateline	06:00	23:59	351%	Yes	Yes	no	reduced 24/ staff coverage compared to present day and ticket office	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
6	CHAFFORD HUNDRED	CHF	7647	7647	Sun	Phone charging points for access to emergency contacts					NA													
6	CHAFFORD HUNDRED	CHF	7647	7647	Sun	Complaints about the service/experience	09:00	14:45	No	No	Yes		Floor walker/Ticketless Staff	Concourse/gateline	06:00	17:00	191%	Yes	No	no	reduced 24/ staff coverage compared to present day and ticket office	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
6	CHAFFORD HUNDRED	CHF	7647	7647	Sun	Emergency response to incidents	09:00	14:45	No	No	Yes		Floor walker/Ticketless Staff	Concourse/gateline	06:00	23:59	351%	Yes	Yes	no	reduced 24/ staff coverage compared to present day and ticket office	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
6	CHAFFORD HUNDRED	CHF	7647	7647	Sun	Identifiable location for getting help	09:00	14:45	No	No	Yes		Floor walker/Ticketless Staff	Concourse/gateline	06:00	23:59	351%	Yes	Yes	no	reduced 24/ staff coverage compared to present day and ticket office	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
6	CHAFFORD HUNDRED	CHF	7647	7647	Sun	Visible staff presence for real and perceived safety and security benefits	09:00	14:45	No	No	Yes		Floor walker/Ticketless Staff	Concourse/gateline	06:00	23:59	351%	Yes	Yes	no	reduced 24/ staff coverage compared to present day and ticket office	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
6	CHAFFORD HUNDRED	CHF	7647	7647	Sun	Lost Defined			-	-								-	-				

									Currently Provided For									Proposal to be Provided For							
Station ID	Station Name	Station CRS	Station NLC	Young Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	First Train	Last Train	Will this still be provided following the proposal?	If answer to column P is no, why will this no longer be provided?	How will this service be delivered? (Provide data/details as per Proposal Information Gif. At input)	Location of alternative (e.g. in station, off station, within ticket hall)?	When it can be provided from	When it can be provided until	Proportion of time provided	First Train	Last Train	Does this represent a Quality of Service Improvement	Why? [TBA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost effectiveness?]	Is this cost effective?	Why? [TBA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Shapps plan by: modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc. those who cannot/do not want to use contactless or mobile tickets)
9	PURFLEET	PFL	7653	7653	Sat	Lost Defined			-	-								-	-					

								Currently Provided For										Proposal to be Provided For							
Station ID	Station Name	Station CRS	Station NLC	Young Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	First Train	Last Train	Will this still be provided following the proposal?	If answer to column P is no, why will this no longer be provided?	How will this now be delivered? (Provide Date/Grade as per Proposal Information Gif At Input)	Location of alternative (e.g. in station, off station, within ticket hall)?	When it can be provided from	When it can be provided until	Proportion of time provided	First Train	Last Train	Does this represent a Quality of Service Improvement	Why? (TOA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost effectiveness?)	Is this cost effective?	Why? (TOA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?)	How do the changes help deliver the Williams Review plan by: modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc. those who cannot/do not want to use contactless or mobile tickets)
12	SOUTHEND CENTRAL	SOC	7454	7454	Sat	Opening/availability of lifts	06:30	21:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	06:00	23:00	117%	No	No	no	Increase change as this station will retain its ticket office	yes	Roaswalkers will cover core hours to provide assistance to c	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance wherever and when they need it
12	SOUTHEND CENTRAL	SOC	7454	7454	Sat	TVM repair/enhancement, support and maintenance	06:30	21:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	06:00	23:00	62%	No	No	no	Increase change as this station will retain its ticket office	yes	Roaswalkers will cover core hours to provide assistance to c	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance wherever and when they need it
12	SOUTHEND CENTRAL	SOC	7454	7454	Sat	Cold weather procedures	06:30	21:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	06:00	23:00	117%	No	No	no	Increase change as this station will retain its ticket office	yes	Roaswalkers will cover core hours to provide assistance to c	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance wherever and when they need it
12	SOUTHEND CENTRAL	SOC	7454	7454	Sat	Litter clearance and recycling	06:30	21:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	06:00	23:00	117%	No	No	no	Increase change as this station will retain its ticket office	yes	Roaswalkers will cover core hours to provide assistance to c	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance wherever and when they need it
12	SOUTHEND CENTRAL	SOC	7454	7454	Sat	Phone charging points for access to emergency contacts						NA												
12	SOUTHEND CENTRAL	SOC	7454	7454	Sat	Complaints about the service/experience	06:30	21:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	06:00	23:00	117%	No	No	no	Increase change as this station will retain its ticket office	yes	Roaswalkers will cover core hours to provide assistance to c	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance wherever and when they need it
12	SOUTHEND CENTRAL	SOC	7454	7454	Sat	Emergency response to incidents	06:30	21:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	06:00	23:00	117%	No	No	no	Increase change as this station will retain its ticket office	yes	Roaswalkers will cover core hours to provide assistance to c	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance wherever and when they need it
12	SOUTHEND CENTRAL	SOC	7454	7454	Sat	Identifiable location for getting help	06:30	21:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	06:00	23:00	117%	No	No	no	Increase change as this station will retain its ticket office	yes	Roaswalkers will cover core hours to provide assistance to c	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance wherever and when they need it
12	SOUTHEND CENTRAL	SOC	7454	7454	Sat	Visible staff presence for real and perceived safety and security benefits	06:30	21:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	06:00	23:00	117%	No	No	no	Increase change as this station will retain its ticket office	yes	Roaswalkers will cover core hours to provide assistance to c	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance wherever and when they need it
12	SOUTHEND CENTRAL	SOC	7454	7454	Sat	Lower Defined			-	-								-	-				

							Currently Provided For										Proposal to be Provided For								
Station ID	Station Name	Station CRS	Station NLC	Young Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	First Train	Last Train	Will this still be provided following the proposal?	If answer to column P is no, why will this no longer be provided?	How will this service be delivered? (Provide data/details as per Proposal Information Gif At Input)	Location of alternative (e.g. in station, off station, within ticket hall)?	When it can be provided from	When it can be provided until	Proportion of time provided	First Train	Last Train	Does this represent a Quality of Service Improvement	Why? [TBA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost-effectiveness?]	Is this cost effective?	Why? [TBA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Review plan by: modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc. those who cannot/do not want to use contactless or mobile tickets)	
15	THORNE BAY	TPB	7660	7660	Mon-Fri	Cold weather procedure.			-	-					00:00	01:30		Yes	No	no	Ticket office will be closed	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and	staff meaning staff can get assistance wherever and when they need it
15	THORNE BAY	TPB	7660	7660	Mon-Fri	Litter clearance and recycling			-	-					00:00	01:30		Yes	No	no	Ticket office will be closed	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and	staff meaning staff can get assistance wherever and when they need it
15	THORNE BAY	TPB	7660	7660	Mon-Fri	Emergency response to incidents			-	-					00:00	01:30		Yes	No	no	Ticket office will be closed	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and	staff meaning staff can get assistance wherever and when they need it
15	THORNE BAY	TPB	7660	7660	Mon-Fri	Identifiable location for getting help			-	-					00:00	01:30		Yes	No	no	Ticket office will be closed	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and	staff meaning staff can get assistance wherever and when they need it
15	THORNE BAY	TPB	7660	7660	Mon-Fri	Visible staff presence for real and perceived safety and security benefits			-	-					00:00	01:30		Yes	No	no	Ticket office will be closed	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and	staff meaning staff can get assistance wherever and when they need it
15	THORNE BAY	TPB	7660	7660	Mon-Fri	Lower Defined			-	-															
15	THORNE BAY	TPB	7660	7660	Sat	Providing information to customers	07:00	15:15	No	No	yes		Roaswalker / gateline	Concourse/platforms	06:00	22:00	206%	No	No	no	Ticket office will be closed	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and	staff meaning staff can get assistance wherever and when they need it
15	THORNE BAY	TPB	7660	7660	Sat	Key fob/availability of toilet toilets	07:00	15:15	No	No	yes		Roaswalker / gateline	Concourse/platforms	06:00	22:00	206%	No	No	no	Ticket office will be closed	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and	staff meaning staff can get assistance wherever and when they need it
15	THORNE BAY	TPB	7660	7660	Sat	Key fob/availability of general toilets	07:00	15:15	No	No	yes		Roaswalker / gateline	Concourse/platforms	06:00	22:00	206%	No	No	no	Ticket office will be closed	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and	staff meaning staff can get assistance wherever and when they need it
15	THORNE BAY	TPB	7660	7660	Sat	Key fob/availability of waiting rooms	07:00	15:15	No	No	yes		Roaswalker / gateline	Concourse/platforms	06:00	22:00	206%	No	No	no	Ticket office will be closed	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and	staff meaning staff can get assistance wherever and when they need it
15	THORNE BAY	TPB	7660	7660	Sat	Opening/availability of lifts	07:00	15:15	No	No	yes		Roaswalker / gateline	Concourse/platforms	06:00	22:00	206%	No	No	no	Ticket office will be closed	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and	staff meaning staff can get assistance wherever and when they need it
15	THORNE BAY	TPB	7660	7660	Sat	TVM replenishment, support and maintenance	07:00	15:15	No	No	yes		Roaswalker / gateline	Concourse/platforms	06:00	22:00	206%	No	No	no	Ticket office will be closed	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and	staff meaning staff can get assistance wherever and when they need it
15	THORNE BAY	TPB	7660	7660	Sat	Cold weather procedure.	07:00	15:15	No	No	yes		Roaswalker / gateline	Concourse/platforms	06:00	22:00	206%	No	No	no	Ticket office will be closed	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and	staff meaning staff can get assistance wherever and when they need it
15	THORNE BAY	TPB	7660	7660	Sat	Litter clearance and recycling	07:00	15:15	No	No	yes		Roaswalker / gateline	Concourse/platforms	06:00	22:00	206%	No	No	no	Ticket office will be closed	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and	staff meaning staff can get assistance wherever and when they need it
15	THORNE BAY	TPB	7660	7660	Sat	Phone charging points for access to emergency contacts						NA	NA	NA	NA	NA		No	Yes	no	Ticket office will be closed	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and	staff meaning staff can get assistance wherever and when they need it
15	THORNE BAY	TPB	7660	7660	Sat	Complaints about the service/experience	07:00	15:15	No	No	yes		Roaswalker / gateline	Concourse/platforms	06:00	22:00	206%	No	No	no	Ticket office will be closed	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and	staff meaning staff can get assistance wherever and when they need it
15	THORNE BAY	TPB	7660	7660	Sat	Emergency response to incidents	07:00	15:15	No	No	yes		Roaswalker / gateline	Concourse/platforms	06:00	22:00	206%	No	No	no	Ticket office will be closed	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and	staff meaning staff can get assistance wherever and when they need it
15	THORNE BAY	TPB	7660	7660	Sat	Identifiable location for getting help	07:00	15:15	No	No	yes		Roaswalker / gateline	Concourse/platforms	06:00	22:00	206%	No	No	no	Ticket office will be closed	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and	staff meaning staff can get assistance wherever and when they need it
15	THORNE BAY	TPB	7660	7660	Sat	Visible staff presence for real and perceived safety and security benefits	07:00	15:15	No	No	yes		Roaswalker / gateline	Concourse/platforms	06:00	22:00	206%	No	No	no	Ticket office will be closed	yes	Roaswalkers will cover core hours to provide assistance to	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and	staff meaning staff can get assistance wherever and when they need it
15	THORNE BAY	TPB	7660	7660	Sat	Lower Defined			-	-								-	-						
15	THORNE BAY	TPB	7660	7660	Sun

									Currently Provided For									Proposal to be Provided For						
Station ID	Station Name	Station CRS	Station NLC	Staying Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility Time From	Ticket Office Staff Responsibility Time To	First Train	Last Train	Will this still be provided following the proposal?	If answer to column P is no, why will this no longer be provided?	How will this service be delivered? (Provide Data/Details as per Proposal Information Gif At Input)	Location of alternative (e.g. in station, off station, within ticket hall)?	When it can be provided from	When it can be provided until	Proportion of time provided	First Train	Last Train	Does this represent a Quality of Service Improvement	Why? [TBA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost-effectiveness?]	Is this cost effective?	Why? [TBA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Shapps plan by: modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc. those who cannot/do not want to use contactless or mobile tickets)
18	WEST HORNDON	WHR	7666	7666	Mon-Fri	Litter clearance and recycling	06:15	10:30	No	Yes	Yes		Mobile staff /OS/Help Point/Leaflets		NA	NA		No	Yes	no	unstaffed smaller station	yes	unstaffed smaller station	
18	WEST HORNDON	WHR	7666	7666	Mon-Fri	Phone charging points for access to emergency contacts			No	Yes		NA	Mobile staff /OS/Help Point/Leaflets		NA	NA		No	Yes	no	unstaffed smaller station	yes	unstaffed smaller station	
18	WEST HORNDON	WHR	7666	7666	Mon-Fri	Complaints about the service/experience	06:15	10:30	No	Yes	Yes		Mobile staff /OS/Help Point/Leaflets		NA	NA		No	Yes	no	unstaffed smaller station	yes	unstaffed smaller station	
18	WEST HORNDON	WHR	7666	7666	Mon-Fri	Emergency response to incidents	06:15	10:30	No	Yes	Yes		Mobile staff /OS/Help Point/Leaflets		NA	NA		No	Yes	no	unstaffed smaller station	yes	unstaffed smaller station	
18	WEST HORNDON	WHR	7666	7666	Mon-Fri	Identifiable location for getting help	06:15	10:30	No	Yes	Yes		Mobile staff /OS/Help Point/Leaflets		NA	NA		No	Yes	no	unstaffed smaller station	yes	unstaffed smaller station	
18	WEST HORNDON	WHR	7666	7666	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	06:15	10:30	No	Yes	Yes		Mobile staff /OS/Help Point/Leaflets		NA	NA		No	Yes	no	unstaffed smaller station	yes	unstaffed smaller station	
18	WEST HORNDON	WHR	7666	7666	Mon-Fri				-	-								-	-			

							Currently Provided For									Proposal to be Provided For							
Station ID	Station Name	Station CRS	Station NLC	Staffing Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	First Train	Last Train	Will this still be provided following the proposal?	If answer to column P is no, why will this no longer be provided?	How will this service be delivered? (Provide date/details as per Proposal Information Gif at input)	Location of alternative (e.g. in station, off station, within ticket hall)?	When it can be provided from	When it can be provided until	Proportion of time provided	First Train	Last Train	Does this represent a Quality of Service Improvement	Why? [TSA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost-effectiveness?]	Is this cost effective?	Why? [TSA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Shapps plan by: modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc. those who cannot/do not want to use contactless or mobile tickets)
20	EAST TILBURY	ETL	7471	7171	Sun	Identifiable location for getting help			-	-				Gateline	Gateline	00:00	01:00								
20	EAST TILBURY	ETL	7471	7171	Sun	Visible staff presence for real and perceived safety and security benefits			-	-				Gateline	Gateline	00:00	01:00		Yes	No	no	1-2 single line changes on sundays as ticket office is closed at present	yes	gateline staff will cover core hours to provide assistance to c	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
20	EAST TILBURY	ETL	7471	7171	Sun	Lost Defined			-	-									Yes	No	no	1-2 single line changes on sundays as ticket office is closed at present	yes	gateline staff will cover core hours to provide assistance to c	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
21	WISTCLIFF	WCF	7676	7676	Mon-Fri	Providing information to customers	05:45	14:45	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	05:00	23:00	164%	No	No	No	No real change, ticket office will close and staff coverage will remain	Yes	staff will cover core hours to provide assistance to custome	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
21	WISTCLIFF	WCF	7676	7676	Mon-Fri	Key fob/availability of toilet toilets	05:45	14:45	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	05:00	23:00	164%	No	No	No	No real change, ticket office will close and staff coverage will remain	Yes	staff will cover core hours to provide assistance to custome	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
21	WISTCLIFF	WCF	7676	7676	Mon-Fri	Key fob/availability of general toilets	05:45	14:45	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	05:00	23:00	164%	No	No	No	No real change, ticket office will close and staff coverage will remain	Yes	staff will cover core hours to provide assistance to custome	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
21	WISTCLIFF	WCF	7676	7676	Mon-Fri	Key fob/availability of waiting rooms	05:45	14:45	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	05:00	23:00	164%	No	No	No	No real change, ticket office will close and staff coverage will remain	Yes	staff will cover core hours to provide assistance to custome	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
21	WISTCLIFF	WCF	7676	7676	Mon-Fri	Opening/availability of lifts	05:45	14:45	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	05:00	23:00	164%	No	No	No	No real change, ticket office will close and staff coverage will remain	Yes	staff will cover core hours to provide assistance to custome	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
21	WISTCLIFF	WCF	7676	7676	Mon-Fri	TVM replacement, support and maintenance	05:45	14:45	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	05:00	23:00	164%	No	No	No	No real change, ticket office will close and staff coverage will remain	Yes	staff will cover core hours to provide assistance to custome	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
21	WISTCLIFF	WCF	7676	7676	Mon-Fri	Cold weather procedure	05:45	14:45	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	05:00	23:00	164%	No	No	No	No real change, ticket office will close and staff coverage will remain	Yes	staff will cover core hours to provide assistance to custome	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
21	WISTCLIFF	WCF	7676	7676	Mon-Fri	Litter clearance and recycling	05:45	14:45	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	05:00	23:00	164%	No	No	No	No real change, ticket office will close and staff coverage will remain	Yes	staff will cover core hours to provide assistance to custome	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
21	WISTCLIFF	WCF	7676	7676	Mon-Fri	Phone charging points for access to emergency contacts						NA	Floor walker/Gateline Staff	Concourse/Floorwalker											
21	WISTCLIFF	WCF	7676	7676	Mon-Fri	Complaints about the service/experience	05:45	14:45	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	05:00	23:00	164%	No	No	No	No real change, ticket office will close and staff coverage will remain	Yes	staff will cover core hours to provide assistance to custome	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
21	WISTCLIFF	WCF	7676	7676	Mon-Fri	Emergency response to incidents	05:45	14:45	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	05:00	23:00	164%	No	No	No	No real change, ticket office will close and staff coverage will remain	Yes	staff will cover core hours to provide assistance to custome	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
21	WISTCLIFF	WCF	7676	7676	Mon-Fri	Identifiable location for getting help	05:45	14:45	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	05:00	23:00	164%	No	No	No	No real change, ticket office will close and staff coverage will remain	Yes	staff will cover core hours to provide assistance to custome	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
21	WISTCLIFF	WCF	7676	7676	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	05:45	14:45	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	05:00	23:00	164%	No	No	No	No real change, ticket office will close and staff coverage will remain	Yes	staff will cover core hours to provide assistance to custome	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
21	WISTCLIFF	WCF	7676	7676	Mon-Fri	Lost Defined			-	-								-	-					

								Currently Provided For									Proposal to be Provided For							
Station ID	Station Name	Station CRS	Station NLC	Staffing Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	First Train	Last Train	Will this still be provided following the proposal?	If answer to column P is no, why will this no longer be provided?	How will this now be delivered? (Provide date/details as per Proposal Information Gif At Input)	Location of alternative (e.g. in station, off station, within ticket hall)?	When it can be provided from	When it can be provided until	Proportion of time provided	First Train	Last Train	Does this represent a Quality of Service Improvement	Why? [TfA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost-effectiveness?]	Is this cost effective?	Why? [TfA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Review plan by: modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc. those who cannot/do not want to use contactless or mobile tickets)
23	LINDHOUSE	LHS	7691	7691	Sun	Emergency response to incidents	NA	NA	No	Yes	NA	NA	Gatelines/security	Concourse	05:00	23:59		Yes	Yes	NO	No real change, ticket office will close and staff coverage will remain	Yes	staff will cover cover hours to provide assistance to customers	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
23	LINDHOUSE	LHS	7691	7691	Sun	Identifiable location for getting help	NA	NA	No	Yes	NA	NA	Gatelines/security	Concourse	05:00	23:59		Yes	Yes	NO	No real change, ticket office will close and staff coverage will remain	Yes	staff will cover cover hours to provide assistance to customers	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
23	LINDHOUSE	LHS	7691	7691	Sun	Visible staff presence for real and perceived safety and security benefits	NA	NA	No	Yes	NA	NA	Gatelines/security	Concourse	05:00	23:59		Yes	Yes	NO	No real change, ticket office will close and staff coverage will remain	Yes	staff will cover cover hours to provide assistance to customers	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
23	LINDHOUSE	LHS	7691	7691	Sun	Providing information to customers			-	-					00:00	01:00		Yes	No	NO	No real change, ticket office will close and staff coverage will remain	Yes	staff will cover cover hours to provide assistance to customers	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
23	LINDHOUSE	LHS	7691	7691	Sun	Key fix/availability of toilet toilets			-	-					00:00	01:00		Yes	No	NO	No real change, ticket office will close and staff coverage will remain	Yes	staff will cover cover hours to provide assistance to customers	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
23	LINDHOUSE	LHS	7691	7691	Sun	Key fix/availability of waiting rooms			-	-					00:00	01:00		Yes	No	NO	No real change, ticket office will close and staff coverage will remain	Yes	staff will cover cover hours to provide assistance to customers	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
23	LINDHOUSE	LHS	7691	7691	Sun	Opening/availability of lifts			-	-					00:00	01:00		Yes	No	NO	No real change, ticket office will close and staff coverage will remain	Yes	staff will cover cover hours to provide assistance to customers	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
23	LINDHOUSE	LHS	7691	7691	Sun	Cold weather procedure			-	-					00:00	01:00		Yes	No	NO	No real change, ticket office will close and staff coverage will remain	Yes	staff will cover cover hours to provide assistance to customers	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
23	LINDHOUSE	LHS	7691	7691	Sun	Litter clearance and recycling			-	-					00:00	01:00		Yes	No	NO	No real change, ticket office will close and staff coverage will remain	Yes	staff will cover cover hours to provide assistance to customers	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
23	LINDHOUSE	LHS	7691	7691	Sun	Emergency response to incidents			-	-					00:00	01:00		Yes	No	NO	No real change, ticket office will close and staff coverage will remain	Yes	staff will cover cover hours to provide assistance to customers	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
23	LINDHOUSE	LHS	7691	7691	Sun	Identifiable location for getting help			-	-					00:00	01:00		Yes	No	NO	No real change, ticket office will close and staff coverage will remain	Yes	staff will cover cover hours to provide assistance to customers	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
23	LINDHOUSE	LHS	7691	7691	Sun	Visible staff presence for real and perceived safety and security benefits			-	-					00:00	01:00		Yes	No	NO	No real change, ticket office will close and staff coverage will remain	Yes	staff will cover cover hours to provide assistance to customers	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
23	LINDHOUSE	LHS	7691	7691	Sun	Lost Defined			-	-														
24	BARKING	BKG	7692	7692	Mon-Fri	Providing information to customers	05:15	23:00	No	Yes	Yes		Floorwalker/gateline	Concourse/Floorwalker	00:00	23:59	135%	Yes	Yes	no	No real change, ticket office will close albeit with increased staff coverage	Yes	staff will cover cover hours to provide assistance to customers	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
24	BARKING	BKG	7692	7692	Mon-Fri	Key fix/availability of toilet toilets	05:15	23:00	No	Yes	Yes		Floorwalker/gateline	Concourse/Floorwalker	00:00	23:59	135%	Yes	Yes	no	No real change, ticket office will close albeit with increased staff coverage	Yes	staff will cover cover hours to provide assistance to customers	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
24	BARKING	BKG	7692	7692	Mon-Fri	Key fix/availability of general toilets	05:15	23:00	No	Yes	Yes		Floorwalker/gateline	Concourse/Floorwalker	00:00	23:59	135%	Yes	Yes	no	No real change, ticket office will close albeit with increased staff coverage	Yes	staff will cover cover hours to provide assistance to customers	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
24	BARKING	BKG	7692	7692	Mon-Fri	Key fix/availability of waiting rooms	05:15	23:00	No	Yes	Yes		Floorwalker/gateline	Concourse/Floorwalker	00:00	23:59	135%	Yes	Yes	no	No real change, ticket office will close albeit with increased staff coverage	Yes	staff will cover cover hours to provide assistance to customers	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
24	BARKING	BKG	7692	7692	Mon-Fri	Opening/availability of lifts	05:15	23:00	No	Yes	Yes		Floorwalker/gateline	Concourse/Floorwalker	00:00	23:59	135%	Yes	Yes	no	No real change, ticket office will close albeit with increased staff coverage	Yes	staff will cover cover hours to provide assistance to customers	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
24	BARKING	BKG	7692	7692	Mon-Fri	TVM replenishment, support and maintenance	05:15	23:00	No	Yes	Yes		Floorwalker/gateline	Concourse/Floorwalker	00:00	23:59	135%	Yes	Yes	no	No real change, ticket office will close albeit with increased staff coverage	Yes	staff will cover cover hours to provide assistance to customers	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
24	BARKING	BKG	7692	7692	Mon-Fri	Cold weather procedure	05:15	23:00	No	Yes	Yes		Floorwalker/gateline	Concourse/Floorwalker	00:00	23:59	135%	Yes	Yes	no	No real change, ticket office will close albeit with increased staff coverage	Yes	staff will cover cover hours to provide assistance to customers	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
24	BARKING	BKG	7692	7692	Mon-Fri	Litter clearance and recycling	05:15	23:00	No	Yes	Yes		Floorwalker/gateline	Concourse/Floorwalker	00:00	23:59	135%	Yes	Yes	no	No real change, ticket office will close albeit with increased staff coverage	Yes	staff will cover cover hours to provide assistance to customers	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
24	BARKING	BKG	7692	7692	Mon-Fri	Phone charging points for access to emergency contacts			-	-	NA													
24	BARKING	BKG	7692	7692	Mon-Fri	Complaints about the service/experience	05:15	23:00	No	Yes	Yes		Floorwalker/gateline	Concourse/Floorwalker	00:00	23:59	135%	Yes	Yes	no	No real change, ticket office will close albeit with increased staff coverage	Yes	staff will cover cover hours to provide assistance to customers	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
24	BARKING	BKG	7692	7692	Mon-Fri	Emergency response to incidents	05:15	23:00	No	Yes	Yes		Floorwalker/gateline	Concourse/Floorwalker	00:00	23:59	135%	Yes	Yes	no	No real change, ticket office will close albeit with increased staff coverage	Yes	staff will cover cover hours to provide assistance to customers	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
24	BARKING	BKG	7692	7692	Mon-Fri	Identifiable location for getting help	05:15	23:00	No	Yes	Yes		Floorwalker/gateline	Concourse/Floorwalker	00:00	23:59	135%	Yes	Yes	no	No real change, ticket office will close albeit with increased staff coverage	Yes	staff will cover cover hours to provide assistance to customers	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
24	BARKING	BKG	7692	7692	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	05:15	23:00	No	Yes	Yes		Floorwalker/gateline	Concourse/Floorwalker	00:00	23:59	135%	Yes	Yes	no	No real change, ticket office will close albeit with increased staff coverage	Yes	staff will cover cover hours to provide assistance to customers	Many additional staff on the concourse rather than in ticket office will remove barriers between customers and staff meaning staff can get assistance where and when they need it
24	BARKING	BKG	7692	7692	Mon-Fri	Lost Defined			-	-								-	-				