

RUGBY BOROUGH COUNCIL

QUESTION PURSUANT TO STANDING ORDER 10

COUNCIL – 20 SEPTEMBER 2023

QUESTION A

Councillor Sandison to ask the Leader of the Council, Councillor Poole:

“This Council was recently approached by the Rugby Rail Users Group regarding the proposed loss of ticketing facilities at Rugby Station for the 2 million passengers who regularly use the station. Not everyone is digitally literate or enabled. They may require additional support from the ticket office because of age or infirmity. This would be a significant loss of service. Has the Leader of the Council made representations on behalf of Rugbeians as requested?”

Councillor Poole, Leader of the Council, to reply as follows:

“Whilst recognising that for some rail users the prospect of ordering tickets online and through self-service machines may not pose a problem, for many sections of our community the ticket office staff provide much-valued assistance and expertise which is not otherwise available.

In particular, our more vulnerable residents and those who are digitally excluded rely on ticket office support and it is essential that they are still able to use Rugby station fully into the future.

A great many Rugby residents have expressed their concerns to me about the current proposals, and having considered the proposals, I do not believe that they are in the best interests of the Borough’s residents.

Therefore, I have both completed the consultation and written directly to Avanti West Coast urging reconsideration of these proposals. I am happy to share a copy of this letter with Councillor colleagues.

I would like to take this opportunity to thank the Rugby Rail User Group for the work that they do to support the users of rail service from Rugby Train Station.”