

## Freedom of Information request

### Re: paragraph 3.19 and Figure 11 of the NAO's July 2005 report on *Maintaining and improving Britain's railway stations*

1. Paragraph 3.19 of the NAO report points out that, as Network Rail does not hold information about all of the facilities and services provided by TOCs at franchised stations, we carried out with the Rail Passengers Council a survey of facilities and services at a cross-section of 120 stations across Britain between April and July 2004. We found considerable variations in the facilities and services provided, both between types of station and within each type (Figure 1):
  - The 60 largest stations we visited typically had a broad range of facilities, but five did not have any toilets, ten did not have staffed refreshment facilities, 17 did not have waiting rooms and 39 did not provide luggage trolleys.
  - Few of the 60 medium sized and small stations had toilets, waiting rooms, cafes or snack bars. With medium-sized stations used, on average, by 2,500 passengers a day and small stations by an average of 100 a day (**Error! Reference source not found.**), there is a lack of strong commercial incentives to provide refreshment facilities at such stations. Many also did not have features that a passenger might reasonably expect to find, however, such as a public telephone (which was absent at 15 stations) or a clock (which was absent at 34 stations), while few had self-service ticket machines.

**Figure 1: Summary of NAO and RPC survey of facilities and services provided at a selection of 120 stations in Britain**

Facilities at the stations visited	Category of station			
	National & regional hubs	Important feeder	Medium & small staffed	Small unstaffed
Number of stations visited	30	30	30	30
Passenger information system	30	26	15	7
Public address system	29	30	25	14
Freephone/help point	14	19	20	11
Public telephone inside or close outside	30	29	25	20
Toilet(s)	29	26	7	4
Waiting room(s)	22	21	19	4

Seating	29	30	29	28
Luggage trolleys	17	4	1	0
Self-service ticket machines	26	25	8	4
A clock on the platform or concourse	30	29	18	8
Staffed refreshment facilities	29	21	5	3
Newspaper/sweets shop/kiosk	28	24	5	3
Vending machines for drinks/food	20	6	3	1
Working cashpoint machines	20	9	1	2

Source: National Audit Office survey of stations, April-July 2004

There were considerable variations in the facilities and services provided both between types of station and within each type, across the 120 stations we visited.

2. The NAO has received an FOI request from *The Guardian* newspaper for the names of:

- the 5 large stations without toilets;
- the 10 large stations without staffed refreshment facilities;
- the 17 large stations without waiting rooms;
- the 39 large stations without luggage trolleys;
- the 15 medium/small stations without a public telephone;
- the 34 medium/small stations without a clock;
- the 11 medium/small stations that have a toilet; and
- the 8 medium/small stations that have staffed refreshment facilities.

3. The names of the large stations are as follows:

<b>National &amp; regional hubs</b>	<b>Important feeder</b>
<p>The following did not have toilet(s):</p> <ul style="list-style-type: none"> <li>▪ Vauxhall</li> </ul>	<p>The following 4 did not have toilet(s):</p> <ul style="list-style-type: none"> <li>▪ Egham</li> <li>▪ Goodmayes;</li> <li>▪ Heyford; and</li> <li>▪ Stoneleigh</li> </ul>
<p>The following did not have staffed refreshment facilities*:</p> <ul style="list-style-type: none"> <li>▪ Brentwood</li> </ul>	<p>The following 9 did not have staffed refreshment facilities*:</p> <ul style="list-style-type: none"> <li>▪ Chalkwell;</li> <li>▪ Chichester</li> <li>▪ Goodmayes;</li> <li>▪ Heyford;</li> <li>▪ Kelvedon;</li> <li>▪ Kirkcaldy;</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Paddock Wood;</li> <li>▪ Rayleigh; and</li> <li>▪ Stourbridge Junction.</li> </ul>
<p>* ie. the station did not have, in its concourse area or on any of its platforms, any of the following facilities: a restaurant/café; pub; coffee/tea stalls; hot fast food outlet/snack bar; or sandwiches on sale.</p>	
<p>The following 8 did not have a waiting room(s) (in the concourse or on a platform):</p> <ul style="list-style-type: none"> <li>▪ Blackfriars;</li> <li>▪ Brighton;</li> <li>▪ Edinburgh Waverley;</li> <li>▪ London Charing Cross;</li> <li>▪ London Marylebone</li> <li>▪ London Waterloo;</li> <li>▪ Richmond;</li> <li>▪ and Stansted Airport station</li> </ul>	<p>The following 9 did not have a waiting room(s) (in the concourse or on a platform):</p> <ul style="list-style-type: none"> <li>▪ Basildon;</li> <li>▪ Bradford Interchange;</li> <li>▪ Chichester;</li> <li>▪ Feltham;</li> <li>▪ Gloucester;</li> <li>▪ Goodmayes;</li> <li>▪ Heyford;</li> <li>▪ New Cross; and</li> <li>▪ Weymouth.</li> </ul>
<p>The following 13 did not provide luggage trolleys:</p> <ul style="list-style-type: none"> <li>▪ Birmingham Moor Street;</li> <li>▪ Blackfriars;</li> <li>▪ Brentwood;</li> <li>▪ Colchester;</li> <li>▪ East Croydon;</li> <li>▪ Kingston;</li> <li>▪ Norwich Thorpe;</li> <li>▪ Oxford;</li> <li>▪ Richmond;</li> <li>▪ Stirling;</li> <li>▪ Surbiton</li> <li>▪ Vauxhall; and</li> <li>▪ Warrington Bank Quay.</li> </ul>	<p>The following 26 did not provide luggage trolleys:</p> <ul style="list-style-type: none"> <li>▪ Aldershot;</li> <li>▪ Basildon;</li> <li>▪ Beckenham Junction;</li> <li>▪ Bradford Interchange;</li> <li>▪ Chalkwell;</li> <li>▪ Chichester;</li> <li>▪ Egham;</li> <li>▪ Feltham;</li> <li>▪ Goodmayes;</li> <li>▪ Grove Park;</li> <li>▪ Heyford;</li> <li>▪ Horsham;</li> <li>▪ Huntingdon;</li> <li>▪ Kelvedon;</li> <li>▪ Kirkcaldy;</li> <li>▪ New Cross;</li> <li>▪ Paddock Wood;</li> <li>▪ Rayleigh;</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Redhill;</li> <li>▪ Rochdale;</li> <li>▪ Slough;</li> <li>▪ Stoneleigh;</li> <li>▪ Stourbridge Junction;</li> <li>▪ Thornton Heath;</li> <li>▪ Welwyn Garden City; and</li> <li>▪ Witham.</li> </ul>
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4. The names of the medium/small stations are as follows:

<b>Medium &amp; small staffed</b>	<b>Small unstaffed</b>
<p>The following 5 did not have public telephones at the station or in its immediate vicinity (ie. within 100 yards):</p> <ul style="list-style-type: none"> <li>▪ Hall Green;</li> <li>▪ Harrietsham.</li> <li>▪ Humphrey Park;</li> <li>▪ Plumstead; and</li> <li>▪ Pollokshields East.</li> </ul>	<p>The following 10 did not have public telephones at the station or in its immediate vicinity (ie. within 100 yards):</p> <ul style="list-style-type: none"> <li>▪ Bellgrove;</li> <li>▪ Blaydon;</li> <li>▪ Bordesley;</li> <li>▪ Bruton;</li> <li>▪ Drumfrochar;</li> <li>▪ Failsworth;</li> <li>▪ Honeybourne;</li> <li>▪ Keyham;</li> <li>▪ Ravensthorpe; and</li> <li>▪ Yalding.</li> </ul>
<p>The following 12 did not have a clock on the concourse or platform(s):</p> <ul style="list-style-type: none"> <li>▪ Arlesey;</li> <li>▪ Barming;</li> <li>▪ Birchwood;</li> <li>▪ Crowthorne;</li> <li>▪ Hall Green;</li> <li>▪ Harrietsham.</li> <li>▪ Humphrey Park;</li> <li>▪ Iver;</li> <li>▪ Greenock Central;</li> </ul>	<p>The following 22 did not have a clock on the concourse or platform(s):</p> <ul style="list-style-type: none"> <li>▪ Bellgrove;</li> <li>▪ Blaydon;</li> <li>▪ Bordesley;</li> <li>▪ Bruton;</li> <li>▪ Doleham;</li> <li>▪ Drumfrochar;</li> <li>▪ Failsworth;</li> <li>▪ Harwich Town;</li> <li>▪ Honeybourne;</li> <li>▪ Hykeham;</li> </ul>

<ul style="list-style-type: none"> <li>▪ Pollokshields East;</li> <li>▪ Stamford; and</li> <li>▪ Wallasey Village.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Inverkip;</li> <li>▪ Keyham;</li> <li>▪ Lydney;</li> <li>▪ Market Rasen;</li> <li>▪ North Berwick;</li> <li>▪ North Llanrwst;</li> <li>▪ Penally;</li> <li>▪ Ravensthorpe;</li> <li>▪ Ty Croes;</li> <li>▪ Wem;</li> <li>▪ West Calder; and</li> <li>▪ Yalding.</li> </ul>
<p>The following 7 did have a toilet(s):</p> <ul style="list-style-type: none"> <li>▪ Birchwood;</li> <li>▪ Castle Cary;</li> <li>▪ Falkirk Grahamstown;</li> <li>▪ Greenock Central;</li> <li>▪ Headcorn;</li> <li>▪ Spalding; and</li> <li>▪ Stamford.</li> </ul>	<p>The following 4 did have a toilet(s):</p> <ul style="list-style-type: none"> <li>▪ Carnforth;</li> <li>▪ Honeybourne;</li> <li>▪ Luton Parkway; and</li> <li>▪ Penally.</li> </ul>
<p>The following 5 had staffed refreshment facilities*:</p> <ul style="list-style-type: none"> <li>▪ Falkirk Grahamstown;</li> <li>▪ Halifax;</li> <li>▪ Plumstead;</li> <li>▪ West Croydon; and</li> <li>▪ West Hampstead.</li> </ul>	<p>The following 3 had staffed refreshment facilities*:</p> <ul style="list-style-type: none"> <li>▪ Carnforth;</li> <li>▪ James Street (Liverpool); and</li> <li>▪ Luton Parkway.</li> </ul>

\* ie. the station did have, in its concourse area or on any of its platforms, one of the following facilities: a restaurant/café; pub; coffee/tea stalls; hot fast food outlet/snack bar; or sandwiches on sale.