



The Oakwood Centre, Headley Road, Woodley, Berkshire, RG5 4JZ
www.woodley.gov.uk

To: **Members of the Planning and Community Committee**
Councillors B. Soane (Chairman); D. Bragg; J. Cheng; R. Horskins; L. Guttridge;
C. Jewell; V. Lewis; J. Sartorel; P. Singh; J. Taylor

NOTICE IS HEREBY GIVEN that a meeting of the Planning and Community Committee will be held at the Oakwood Centre at 7:45 pm on Tuesday 29 August 2023, at which your attendance is requested.

The Town Council reserves the right to record and broadcast this meeting. Anybody attending the meeting will, by virtue, consent to having their image and audio recorded for this purpose.

Kevin Murray
Acting Town Clerk

A G E N D A

1. **APOLOGIES**
2. **DECLARATIONS OF INTEREST**
To receive any declarations of interest from Members on agenda items.
3. **MINUTES OF THE PLANNING AND COMMUNITY COMMITTEE MEETING HELD ON 25 JULY 2023** Page 7
To approve the minutes of the Planning and Community Committee meeting held on 25 July 2023 and for the Chairman to sign them as a true record.
4. **CURRENT PLANNING APPLICATIONS** Page 13
To consider current planning applications and agree comments to be forwarded to the planning authority. *(Appendix 4)*
5. **PLANNING DECISIONS** Page 15
To note information on decision notices received from the planning authority since the last meeting. *(Appendix 5)*

6. **PLANNING APPEALS**

To note the following appeal decision:

Application: 214173
Location: Land adjacent to Sonning Golf Club, Sonning, Berks RG4 6DJ
Proposal: Development of a specialist dementia residential care home (Use Class C2), creation of new pedestrian, cycle and vehicular access, landscaping, and other associated infrastructure works.
(Woodley Town Council had objections to the proposal.)
Details: Appeal against refusal of planning permission.
Decision: The appeal was dismissed.

7. **TREE PRESERVATION ORDERS** **Applications for works to trees**

This type of application does not require consultation.

To note application 231821:

Location: TPO 3/1951, WOODLAND 3: 54 Hazel Drive, Woodley, Wokingham, RG5 3SA.
Proposal: T1, Acacia - Fell.

To note application 231845:

Location: TPO 141/1977, AREA 1: 72 Western Avenue, Woodley, Wokingham RG5 3BH.
Proposal: G1, Oak and 2 x Ash - Prune back the lower canopy of the Ash from the pathway and driveway by 1m.
T1, Oak – Crown lift to approx. 6m on property and garage side, providing approx. 1.5m clearance to the property and 2m to the garage, removing secondary growth only where possible.
T2, Oak – Crown reduction of lower and mid-canopy growing towards property and 1 no. branch growing towards the garage by 1.5m to provide 1.5m clearance to property.

To note application 231908:

Location: TPO 3/1951, WOODLAND 3: 54 Hazel Drive, Woodley, Wokingham, RG5 3SA.
Proposal: T1, Sweet Chestnut – Crown reduction by 1-2m back to suitable pruning points; remove deadwood.

To note application 231951:

Location: TPO 1204/2007, AREA 1: 16 Glendevon Road, Woodley, Wokingham, RG5 4PJ.
Proposal: T1, Oak – Crown lift to a maximum height of 5m and selectively prune lateral branches overhanging no. 15 St Johns Close by a maximum of 1.5m and to a maximum height of 10m; remove 3 no. branches on the south side of the tree (see photographs); remove deadwood.

To note application 232022:

Location: TPO 1849/2022, WOODLAND 3: Land adjacent to 35 Constable Close, Woodley, Wokingham, RG5 4US.
Proposal: T10, Field Maple – Fell.

8. **RAIL STATION TICKET OFFICE CONSULTATIONS (SWR / GWR)**

To consider responding to the South Western Railway and Great Western Railway consultations regarding proposed changes to the operation of railway ticket offices.

Train Operators are proposing changes to the majority of rail station ticket offices in England as part of their plans to “modernise” the railway. They are proposing to close almost all ticket offices at railway stations (except for the busiest stations) over three years, with staff upskilled to support customers across the stations rather than just at ticket offices.

Each operator has put together proposals for the individual stations that they operate. Consultations were due to last three weeks and finish on Wednesday 26th July, however on 26th July it was announced that these consultations have been extended to Friday 1st September 2023.

Wokingham Borough Council have provided information on the consultation, which is due to be considered as an Individual Executive Members Decision (IEMD) on 31 August. They have provided the IEMD report, their proposed response, and a summary of the consultations, which includes details of the impact on stations within the Wokingham area. These are provided at **Appendix 8**. The summary also includes links to both the full SWR and GWR consultations.

Page 17

9. **DEPARTMENT FOR TRANSPORT AND NATIONAL HIGHWAYS CONSULTATIONS**

To note the circulation of Wokingham Borough Council’s Individual Executive Member Decision report and appendices regarding the DfT’s Transport and National Highways consultations, which were emailed to Members on 24 July 2023.

The report detailed Wokingham Borough Council’s proposed response to the DfT and National Highways Future Roads consultations, which are intended to inform:

- The Department for Transport’s long term vision to 2050 and
- National Highways’ ongoing strategy and its development of the next Route Investment Strategy which will set out the expenditure that National Highways will consider from 2025-2030.

Wokingham Borough Council requested comments by the 26 July 2023. As such, Members views were sought prior to this meeting, with the following comments collated and submitted to the Borough Council on 26 July 2023:

- The Council shares WBC's concern regarding the M4 Smart Motorway, in terms of the proven danger of the loss of a hard shoulder on the M4 and other motorways;
- The Council believes more attention should be paid to net zero environmental targets;
- The Council is against road charging as a solution to reducing car use; this should be avoided in view of the pressure it would likely put on local roads - Woodley has (or is connected to) two access points to the M4 along the A329(M) and, as such, would suffer greatly from traffic finding alternative routes;
- Verges and central reservations on motorways must be kept cut at all times; long grass on verges and central reservations provide a danger to motorists by reducing visibility.

10. **LOCAL GREEN SPACE NOMINATIONS**

To consider providing comments with regards to two spaces owned by the Town Council which are being proposed for nomination as a Local Green Space under Wokingham Borough Council's new Local Plan. These are:

- Malone Park (**Appendix 10a**) Page 37
- Woodford Park and Memorial Recreation Ground (**Appendix 10b**) Page 41

Whilst comments were required by 25 August 2023, Wokingham Borough Council have granted the Town Council and requested a response by 31 August.

11. **TRAFFIC REGULATION ORDER UPDATE**

To note that a section of Colemansmoor Road, as shown at **Appendix 11**, Page 45 has been assessed and approved for the introduction/amendment of waiting restrictions as part of Wokingham Borough Council's next amendment to the Wokingham Borough-wide Traffic Regulation Order 2017.

The proposals will proceed to statutory consultation in accordance with the Road Traffic Regulation Act 1984. A formal Notice of Proposal will be advertised in accordance with The Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996 in the week commencing 14th September 2023.

Members to consider whether to submit any comments or concerns regarding this proposal. The deadline for comments is 31 August 2023.

12. **TWYFORD NEIGHBOURHOOD PLAN**

To note that Wokingham Borough Council formally adopted the Twyford Neighbourhood Plan on 20 July 2023. The full plan can be viewed at: <https://www.wokingham.gov.uk/planning-policy/planning-policy-information/local-plan-and-planning-policies>

13. **COMMUNITY SPEEDWATCH**

To receive an update on the Town Council's Speedwatch Group activities from Cllr David Bragg.

14. **COMMUNITY ISSUES**

To discuss and consider any recent community issues noted by Members.

15. **HIGHWAYS ISSUES**

To discuss and consider any recent highway issues noted by Members.

16. **PUBLICATIONS/INFORMATION**

To note receipt of the following:

- Me2 Club Newsletter – July 2023
- CCB eBulletin – August 2023
- The Wokingham Volunteer Centre E-Newsletter – Summer 2023

17. **FUTURE AGENDA ITEMS**

To consider suggestions for future agenda items.

18. **PUBLICITY/WEBSITE**

To consider suggestions for items to be publicised.

19. **ENFORCEMENT ISSUES**

a) To note the enforcement notifications listed in ***Appendix 19a.***

Page 46

b) To note the enforcement case closures listed in ***Appendix 19b.***

Page 47

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Minutes of a Meeting of the Planning and Community Committee held at the Oakwood Centre on Tuesday 25 July 2023 at 7:45 pm

Present: *Councillors: R. Horskins (Chairman); C. Jewell; V. Lewis; P. Singh; J. Taylor;*

Officers present: *K. Murray, Deputy Town Clerk; M. Filmore, Committee;*

Also present: *2 members of the public*

35. **APOLOGIES**

Apologies for absence were received from Councillors Bragg, Cheng, Sartorel and Soane.

36. **DECLARATIONS OF INTEREST**

There were no declarations of interest made by Members.

37. **MINUTES OF THE PLANNING AND COMMUNITY COMMITTEE MEETING HELD ON 20 JUNE 2023**

RESOLVED:

- ◆ That the minutes of the Planning and Community Committee meeting held on 20 June 2023 be approved and be signed by the Chairman as a true and accurate record.

38. **CURRENT PLANNING APPLICATIONS**

RESOLVED:

- ◆ To forward comments to the planning authority as detailed in **Appendix A**.

39. **PLANNING DECISIONS**

Members acknowledged the need to review those decisions which were contrary to the Committee's comments so the Committee can learn lessons for future applications. It was also suggested that Councillors may wish to follow up on some of these applications after development is complete to see if the reasons stated in the original objection were still present.

RESOLVED:

- ◆ To note information on decision notices received from the planning authority since the last meeting, as given in the agenda.

40. **TREE PRESERVATION ORDERS**
Applications for works to trees

RESOLVED:

- ◆ To note the following applications for tree works:

Application: 231432

Location: TPO 0003/1952 (T1, T2, T3): 21 Plymouth Avenue, Woodley, Wokingham, RG5 3SG

Proposal: T1, Cherry (W3 on TPO) - Dismantle cherry to just above ground level - dying cherry tree, audible decay at base, 2 co-dominant stems one of which is dead with extensive saprophitic fungal activity and

woodpecker holes suggesting extensive significant decay, the other has very poor vitality. *Laetiporus sulphureus* in main stem below the main union. Reason for works: Dangerous and directly adjacent to busy footpath. Replant with suitable species.

T2, Horse Chestnut (W3 on TPO) - Dismantle Horse Chestnut tree to just above ground level - small cavity on North-West side of base, exudate from historic wound, epicormic growth on main stem suggesting stressed, heavily leaning towards house, asymmetric crown weighted to the South East towards house, when combined with the lean, creates a long lever arm. Reason for works: Currently sheltered by dangerous cherry (T1), which has to be removed and will therefore be exposed to unfamiliar wind loading which, when combined with the weighting towards the house, will increase the risk of failure and damage to the property. Replant with suitable species.

T3, Oak (W3 on TPO) - Reduce lateral spread on Oak tree by removing approximately 2m of branch length from lower and mid crown, shortening only significantly extended portions of the upper crown. Remove major dead wood and crown raise to 5m above ground level (by pruning secondary growth only). Reasons for work: smaller stem, change in tone around base, bulge in main stem at 2m above ground level suggesting possible internal decay, North West side of big stem sounds a little soft at ground level, poor bark, normal vitality, some possible fibre buckling.

Application: 231432
Location: TPO 256/1984 A2: 4 Cody Close, Wokingham, Woodley, RG5 4XN
Proposal: T1, Oak – Removal of 3 branches growing over the garden of no.3 Cody Close (shown in photo 1), removal of 2 branches growing over the roof of no.3 Cody Close (shown in photo 2) and branches to be pruned back to points shown in photos 1 and 2.

Application: 231529
Location: TPO 170/1980 (T1, T2, T3): 23 Mollison Close, Woodley, Wokingham, RG5 4XG
Proposal: Application for works to Protected trees - TPO 170/1980. To remove new growth back to previous reduction points to control overall size of the crown.

Application: 231620
Location: TPO 141/1977 (AREA 1): 18 Radcot Close, Woodley, Wokingham, RG5 3BG
Proposal: T1, Oak – Crown thin by 25%; crown reduction by 1m; removal of 1 no. crossing branch.
T2, Oak - Crown thin by 25%; crown reduction by 1m; removal of 2 no. crossing branches.

Application: 231634
Location: TPO 1752/2020 W1: Land to the rear of 44 Redwood Avenue, Woodley, Wokingham, RG5
Proposal: G1, Mixed Species - Cut back to rear boundary line.

41. **TELECOMMUNICATIONS APPLICATION**

Members considered the consultation by Waldon Telecom, on behalf of MBNL (EE Ltd and Hutchinson 3G Ltd) in relation to the installation of a new telecommunications mast adjacent to the Loddon Vale Practice on Headley Road East.

Members noted a concern that no damage should occur to the tree located close to the planned installation. It was also noted that the installation would likely cause a negative impact to the street scene due to being located next to lower height buildings. However, Members acknowledged that national guidelines support the installation of such masts where required, and that mobile coverage needs to be maintained.

RESOLVED:

- ◆ To respond to Waldon Telecom's consultation to note the following concerns:
 - that the installation is located near to lower level buildings, which would likely cause overbearing on those properties, stating a preference for masts to be located nearer higher buildings;
 - that the installation would have a negative impact to the street scene, especially for local residents;
 - that any installation should be sympathetically designed in line with NPPF Section 10 paragraph 115, with consideration made as to how best to camouflage the mast.

42. **STREET TRADING APPLICATION**

RESOLVED:

- ◆ To note receipt from Wokingham Borough Council of the following street trading application:

Applicant: Mr David Fider and Mrs Caroline Fider, Rorofide Catering Ltd – T/A Roro's Conscious Coffee, 1 Copper Beech Close, Woking

Trading Site: Converted Rice Horsebox situated in Southlake picnic area, Fairwater Drive, Woodley

Trading Times: Monday to Sunday – 9:00am to 5:00pm.

- ◆ To note that, as responses were required by 7 July, details were circulated to Members prior to the meeting and no objections were raised.

43. **TRAFFIC REGULATION ORDER UPDATE**

RESOLVED:

- ◆ To note the update from Wokingham Borough Council regarding requests for amendments / introductions of waiting restrictions on Haddon Drive as part of the next amendment to the Borough wide Traffic Regulation Order.

44. **WOKINGHAM BOROUGH COUNCIL CAR PARK CHARGE INCREASES**

Members noted and were satisfied with the response from Wokingham Borough Council regarding the increased car park charges, noting that income raised via increased charges would be spent lawfully, and indicated they did not wish to challenge this matter further.

It was suggested that a request be made to Wokingham Borough Council around July 2024, a year following the introduction of the charges, to request data on car park usage in Woodley for the 12 months prior to the introduction of the new charged, and the 12 months after, to compare.

RESOLVED:

- ◆ To note the correspondence received from Wokingham Borough Council in response to the queries raised at the Planning & Community Committee meeting held on 20 June 2023.
- ◆ To add a calendar note to contact Wokingham Borough Council around July 2024 to request data on the last 2 years' car park usage in Woodley to be able to compare pre and post car park charge increase usage.

45. **COMMUNITY SPEEDWATCH**

Councillor Taylor advised that she had taken part in the first part of the Community Speedwatch training and now needed only to pass the practical assessment. She also advised that she has signed up to the Bulmershe and Whitegates Community Speedwatch scheme and is going to take part in their activities to help learn about the scheme.

46. **COMMUNITY ISSUES**

There were no community issues raised by Members.

47. **HIGHWAYS ISSUES**

A concern was raised regarding the closure of the Cycling in Woodley Sub Committee. It was noted that the Committee had asked for a quarterly agenda item to be brought to the Committee regarding general transportation issues, which would include cycling, and that this was first due to come to the Committee in September. The Chairman suggested the discussion should continue under a later agenda item covering Future Agenda Items.

48. **PUBLICATIONS/INFORMATION**

RESOLVED:

- ◆ To note receipt of the following:
 - Me2 Club Newsletter – June 2023
 - Connecting Communities in Berkshire Newsletter – July 2023

49. **FUTURE AGENDA ITEMS**

With regards to the general transportation agenda item, due to be brought to the Committee at September's meeting, it was suggested that the Committee might wish to introduce a cycling strategy document. Members noted that a previous cycling strategy document existed, although it was believed this strategy had never been adopted. The Deputy Town Clerk agreed to source the strategy and circulate to Members.

Members agreed it would be beneficial to review the previous activities of the Cycling in Woodley Sub Committee to understand what had previously happened and why, and requested this be collated and brought to the Committee meeting in September.

50. **PUBLICITY/WEBSITE**

No publicity and website items were raised by Members.

51. **ENFORCEMENT ISSUES**

RESOLVED:

- ◆ To note the information on enforcement issues received from the planning authority, as given in the agenda.

The meeting closed at 8:49 pm

Woodley Town Council

Observations on the following Planning Applications made at the Planning & Community Committee meeting held on 25 July 2023

Application No. & Address	Proposal
231285 113 Loddon Bridge Road, Woodley, RG5 4AE	Householder application for the proposed erection of a single storey front and side extension, raising of the roof to create first floor habitable accommodation including the erection of a first floor rear extension, plus changes to fenestration.
Observations: The Planning & Community Committee have considered this application and wished to submit objections on the grounds that the proposed development will be overbearing on neighbouring properties, and the chosen render colour will mean the property will stand out and will be out of keeping with the street scene. They were also specifically concerned about the impact this size of development would have on the neighbouring property at 115 Loddon Bridge Road.	
231402 196 Loddon Bridge Road, Woodley, RG5 4BS	Householder application for the proposed single storey front extension creating porch area. Two storey front extension. Two storey side rear extension, changes to fenestration. Plus relocation of existing storage shed.
Observations: The Planning & Community Committee have considered this application and, whilst they had no specific objections, they noted a neighbour's concern regarding the development potentially causing overlooking and loss of light.	
231420 Sandford Mill, Sandford Lane, Woodley, RG5 4TB	Householder application for the proposed erection of a detached carport, shed and shepherds hut.
Observations: No objections.	
231438 38 Buccaneer Close, Woodley, RG5 4XP	Householder application for the proposed part-conversion of the garage to create habitable accommodation and single storey rear extension.
Observations: No objections.	
231497 36 Dunbar Drive, Woodley, RG5 4HA	Householder application for the proposed insertion of a new window to the first floor side elevation.
Observations: No objections.	
231498 26 Fitzroy Crescent, Woodley, RG5 4EU	Householder application for the proposed single storey rear extension with flat roof and re-roofing of the existing side and rear extension following demolition of the existing conservatory.
Observations: No objections.	
231506 26 Hazel Drive, Woodley, RG5 3SA	Householder application for the erection of a residential single storey annexe to the rear of the dwelling.
Observations: The Planning & Community Committee have considered this application and had no objections, subject to the outbuilding being ancillary to the domestic use of the property.	

231541 11 Crediton Close, Woodley, RG5 4DQ	Householder application for the proposed single storey rear extension following removal of existing covered pergola plus part conversion of existing garage to create habitable accommodation. To include changes to fenestration.
Observations: No objections.	
231556 55 South Lake Crescent, Woodley, RG5 3QN	Householder application for the proposed erection of a single storey front extension, single storey rear extension, insertion of rear dormer, and front roof lights to existing roof to facilitate conversion of loft to create habitable accommodation, following demolition of existing single storey side extension.
Observations: The Planning & Community Committee have considered this application and had no objections, although they noted a neighbour's concern regarding to parking issues which may be caused to properties directly opposite 55 South Lake Crescent.	
231596 41 Duncan Road, Woodley, RG5 4HS	Householder application for the proposed erection of a single storey rear extension with two roof lights and open porch to front elevation.
Observations: No objections.	
231600 131-133 Crockhamwell Road, Woodley, RG5 3JP	Full application for the proposed removal of ATM & Night Safe Bezel, existing signage and reinstate materials where required.
Observations: No objections.	
231621 79 Beechwood Avenue, Woodley, RG5 3DF	Householder application for the proposed erection of a single storey front extension to form porch, erection of a front pergola, garage conversion to create habitable accommodation, single storey rear extension, first floor side extension, plus the erection of an outbuilding.
Observations: No objections.	
231622 51 Woodwaye, Woodley, RG5 3HB	Householder application for the proposed erection of a single storey rear extension plus changes to fenestration.
Observations: No objections.	
231652 1 School Drive, Woodley, RG5 3PZ	Householder application for the erection of a rear dormer and roof lights to the front of the dwelling, to facilitate conversion of the loft to create habitable accommodation (retrospective).
Observations: No objections.	
231685 78 Crockhamwell Road, Woodley, RG5 3LA	Householder application for the proposed erection of a two storey rear extension including the extension of an existing side dormer, the addition of a dormer and rooflight and changes to fenestration.
Observations: The Planning & Community Committee have considered this application and had no objections, subject to the choice of external materials being sympathetic to the age of the property and the street scene.	

Woodley Town Council

PLANNING APPLICATIONS

Application No. & Address	Proposal
231625 12 Mannock Way, Woodley, RG5 4XW	Householder application for the proposed conversion of existing loft to create habitable accommodation to include 1no. dormer plus changes to fenestration.
231655 22 Lindberg Way, Woodley, RG5 4XE	Householder application for the proposed erection of a single storey rear extension plus first floor side extension.
231713 Sandford Farm, Mohawk Way, Woodley, RG5 4TE	Full application for the proposed erection of a 2 storey dwelling with single storey entrance link walkway. Single storey detached office and a second single storey detached unit for bin/bicycle storage garden store.
231769 56 Butts Hill Road, Woodley, RG5 4NH	Householder application for the proposed dropped curb.
231786 25 Cypress Road, Woodley, RG5 4BD	Householder application for the proposed erection of a single storey rear extension following demolition of the existing conservatory.
231798 14 Wingate Road, Woodley, RG5 4JU	Householder application for the proposed erection of a two storey front and side extension and a single storey rear extension following demolition of the existing garage and shed, plus the addition of a front canopy roof.
231828 24 Rothwell Gardens, Woodley, RG5 4TJ	Householder application for the proposed erection of a single storey front extension with a canopy roof and a first floor side and two storey rear extension with 1 no. Juliet balcony following demolition of the existing rear conservatory, plus conversion of the garage to habitable accommodation and changes to fenestration.
231846 44 Coppice Road, Woodley, RG5 3RA	Full application for the proposed subdivision of the site and erection of a two storey side extension to form 1 no. terraced dwelling with associated parking.
231860 8 Phillips Close, Woodley, RG5 4XD	Householder application for the proposed conversion of the garage to habitable accommodation and alterations to the rear fenestration.
231870 23 Telford Crescent, Woodley, RG5 4QT	Householder application for the proposed extension of the existing front dormer.
231871 Former Travis Perkins Site, Woodley Green, Woodley, RG5 4QP	Full application for the proposed erection of a building to form a residential care home (Use Class C2) with access, parking, landscaping and associated works, following demolition of all existing buildings on the site.
231909 16 Fawcett Crescent, Woodley, RG5 3HU	Householder application for the proposed erection of single storey side and rear extension, with fenestration to match existing, following the demolition of existing rear extension and existing outbuilding.
231927 21 Bodmin Road, Woodley, RG5 3RZ	Householder application for the proposed erection of single storey rear extension, plus 2no. roof lights and formation of ground floor side window, following the demolition of existing conservatory.

<p>231953 7 Delamere Road, Earley, RG6 1AP</p>	<p>Householder application for the proposed erection of part two storey side part single storey rear extension, including fenestration to match existing, and alteration of hipped roof to form gable.</p>
<p>231961 12 Martinet Road, Woodley, RG5 4TQ</p>	<p>Householder application for the proposed conversion of garage to form habitable space, plus alteration to fenestration to match existing.</p>
<p>232023 83 Bruce Road, Woodley, RG5 3DY</p>	<p>Householder application for the proposed single-storey, detached outbuilding in rear garden (Retrospective).</p>

Woodley Town Council

PLANNING DECISIONS

WITHDRAWN – NO DETERMINATION MADE BY WOKINGHAM BOROUGH COUNCIL

Reference / Address	Proposal
NONE	

REFUSED – CONTRARY TO TOWN COUNCIL RECOMMENDATION

Reference / Address	Proposal
NONE	

REFUSED – ENDORSING TOWN COUNCIL RECOMMENDATION

Reference / Address	Proposal
NONE	

APPROVED – CONTRARY TO TOWN COUNCIL RECOMMENDATION

Reference / Address	Proposal
NONE	

APPROVED – ENDORSING TOWN COUNCIL RECOMMENDATION

Reference / Address	Proposal
230178 53 Reading Road, Woodley, RG5 3DA	Householder application for the proposed drop kerb for vehicle access on to paved drive.
230818 Mill Close, Sandford Lane, Woodley, RG5 4SY	Householder application for the proposed erection of a single storey extension, following demolition of garage and outbuildings and ASHP, plus installation of solar panels and external insulation.
231214 38 Selsdon Avenue, Woodley, RG5 4PG	Householder application for the proposed erection of single storey front extension, two storey side extension, single storey rear extension plus changes to fenestration.
231267 31 Knowle Road, Woodley, RG5 3QE	Householder application for proposed erection of a single storey rear/side extension and dropped kerb following demolition of existing storage room.
231292 41 South Lake Crescent, Woodley, RG5 3QJ	er application for the proposed erection of a single storey front extension to form a porch and a part single part two storey side and rear extension following demolition of the existing single storey side extension, plus modification of the rear roof form and changes to fenestration.
231397 12 Vauxhall Drive, Woodley, RG5 4DU	Householder application for the proposed erection of first floor side and rear extensions with 1 no. Juliet balcony, plus changes to fenestration.
231402 196 Loddon Bridge Road, Woodley, RG5 4BS	Householder application for the part single part two storey side extension and single storey front extension to form a porch following demolition of the existing canopy roof at the rear.
231438 38 Buccaneer Close, Woodley, RG5 4XP	Householder application for the proposed part-conversion of the garage to create habitable accommodation and single storey rear extension.

APPROVED – ENDORSING TOWN COUNCIL RECOMMENDATION cont...

<p>231497 36 Dunbar Drive, Woodley, RG5 4HA</p>	<p>Householder application for the proposed insertion of a new window to the first floor side elevation.</p>
<p>231498 26 Fitzroy Crescent, Woodley, RG5 4EU</p>	<p>Householder application for the proposed single storey rear extension with flat roof and re-roofing of the existing side and rear extension following demolition of the existing conservatory.</p>
<p>231506 26 Hazel Drive, Woodley, RG5 3SA</p>	<p>Householder application for the erection of a residential single storey annexe to the rear of the dwelling.</p>
<p>231541 11 Crediton Close, Woodley, RG5 4DQ</p>	<p>Householder application for the proposed single storey rear extension following removal of existing covered pergola plus part conversion of existing garage to create habitable accommodation. To include changes to fenestration.</p>
<p>231556 55 South Lake Crescent, Woodley, RG5 3QN</p>	<p>Householder application for the proposed erection of a single storey front extension, single storey rear extension, insertion of rear dormer, and front roof lights to existing roof to facilitate conversion of loft to create habitable accommodation, following demolition of existing single storey side extension.</p>
<p>231600 131-133 Crockhamwell Road, Woodley, RG5 3JP</p>	<p>Full application for the proposed removal of ATM & Night Safe Bezel, existing signage and reinstate materials where required.</p>
<p>231622 51 Woodwaye, Woodley, RG5 3HB</p>	<p>Householder application for the proposed erection of a single storey rear extension plus changes to fenestration.</p>
<p>231652 1 School Drive, Woodley, RG5 3PZ</p>	<p>Householder application for the erection of a rear dormer and roof lights to the front of the dwelling, to facilitate conversion of the loft to create habitable accommodation (retrospective).</p>
<p>231685 78 Crockhamwell Road, Woodley, RG5 3LA</p>	<p>Householder application for the proposed erection of a two storey rear extension including the extension of an existing side dormer, the addition of a dormer and rooflight and changes to fenestration.</p>

**INDIVIDUAL EXECUTIVE MEMBER DECISION
REFERENCE IMD:**

TITLE	Rail Ticket Office Closures Consultation
DECISION TO BE MADE BY	Executive Member for Active Travel, Transport and Highways - Paul Fishwick
DATE, MEETING ROOM and TIME	31 August 2023 Midday, LGF9
WARD	(All Wards);
DIRECTOR / KEY OFFICER	Director, Place and Growth - Giorgio Framaliccio

PURPOSE OF REPORT (Inc Strategic Outcomes)

This report sets out our response to consultations regarding ticket office closures as presented by Transport Focus, South Western Railway (SWR) and Great Western Railway (GWR) impacting key stations: Crowthorne, Earley, Reading, Twyford, Wargrave, Winnersh, Winnersh Triangle and Wokingham.

The consultation has been considered by officers with input requested from all Ward Members and Town and Parish Councillors. It should be noted that due to the timing of the consultation many of those consulted will not have been available to add their views, however, there has been a general agreement across the borough regarding the response.

RECOMMENDATION

It is recommended that the Executive Member for Active Travel, Transport and Highways:

Agree the appended response for submission by officers by the deadline of 1 September.

SUMMARY OF REPORT

This report summarises the comments received from various ward members in regard to upcoming ticket office closures as presented by Transport Focus, South Western Railway (SWR) and Great Western Railway (GWR) impacting key stations: Crowthorne, Earley, Reading, Twyford, Wargrave, Winnersh, Winnersh Triangle and Wokingham.

Key concerns include reductions in accessibility, assistance, safety, security, quality of service and availability of options provided only through a ticket office.

Background

The Ticket Office Closures Consultation encompasses proposed changes by train operators to modernize the railway system in England. The plan involves closing the majority of rail station ticket offices over a three-year period. A three-week consultation was commenced and managed by Transport focus launched on the 5th of July to conclude on the 26th of July. These original timescales meant that WBC would not be able to compile a response to the consultation but instead was due to write to Transport Focus to register our objection to the process as a whole, however, due to many others also expressing this concern, the consultation was extended until the 1st of September 2023.

The two primary railway operators in the Wokingham area are South Western Railway (SWR) and Great Western Railway (GWR) managing key stations: Crowthorne, Earley, Reading, Twyford, Wargrave, Winnersh, Winnersh Triangle and Wokingham.

SWR categorizes stations based on footfall and outlines their approach for each category:

Category 1 stations (e.g., Basingstoke)

would have multiple colleagues to assist with ticket purchase, journey planning, accessibility needs, and more. Unstaffed hours would require customers to use ticket machines or online purchasing.

Category 2 stations (e.g., Wokingham)

would have several colleagues available during peak hours to support various customer needs. Unstaffed hours would require the use of ticket machines or online options.

Category 3 stations (e.g., Winnersh, Winnersh Triangle, Earley)

would have one colleague available at certain times and emphasize digital ticket purchases. Video-calling capabilities on ticket machines would be introduced.

Category 4 stations (e.g., Smallbrook Station)

are already unstaffed, and customers can purchase tickets online or at vending machines.

It is important to note that aside from Wokingham, the rest of the stations operated by SWR in the Wokingham borough will be experiencing a loss in weekly staffing hours with Winnersh Triangle a reduction of 30 to 20 hours, Winnersh 33 to 20 hours and Earley 50 to 20 hours. A total of 10, 13 and 30 respectively.

For stations operated by GWR, they state that they will closing ticket offices in substitute for more visible and trained staff members to assist passengers when needed. For key stations that impact Wokingham residents, Crowthorne and Twyford staffing hours are proposed to remain the same in contrary to Reading which will be reduced. Reading station weekly staffing hours are proposed to reduce from 109.25 hours per week to 90.5 hours, a total weekly reduction by 18.75 hours, despite acting as a key interchange for Wokingham, London and Gatwick Airport.

Wokingham Borough's impacts from GWR and SWR's changes include modifications in station staffing hours for various stations. Case studies which highlight how stations in each category will operate under the proposed changes are summarised in Appendix 4.

Accessibility and Assistance Concerns:

The closure of ticket offices raises concerns for passengers who might not be able to navigate online booking systems. This particularly affects older individuals and families who rely on ticket office expertise to plan day trips and leisure travel.

Parents of children in SEND education are worried about losing the assistance of ticket office staff, especially when the council is also withdrawing supported travel. They feel their children won't be able to navigate public transport safely and effectively without ticket office support.

Safety and Security Concerns:

The closure of ticket offices could lead to a reduction in safety and security for passengers, especially for women and other vulnerable groups. Ticket offices provide a place of safety and support for both staff and passengers. Requiring staff to perform transactions on platforms could put both passengers and staff in vulnerable positions. Unstaffed stations pose security concerns, particularly for incidents, anti-social behaviour, and passenger safety. Losing the human presence of station staff may deter potential issues and help passengers feel safer.

Limited Options and Expertise:

The proposed changes, like requiring passengers to travel to Category 1 stations to purchase certain tickets, may not be practical for all journeys. The complexity of such arrangements, lack of knowledge about station categories, and increased travel time pose challenges for passengers.

The knowledge and assistance of ticket office staff are crucial for understanding fare options, ticket types, and travel routes. Many passengers have concerns about navigating ticket machines, especially for complex journeys or when machines are not working properly. This is a particular concern for stations that only have one ticket machine, such as Winnersh.

Demographic Considerations:

The closure of ticket offices disproportionately affects groups that rely on cash payments, including older people, lower-income individuals, and even young passengers.

Closing ticket offices impacts accessibility for disabled individuals, creating concerns about discrimination and difficulties in obtaining suitable tickets.

Quality of Service and User-Friendliness:

It is likely that older people or vulnerable residents are more likely to find ticket machines confusing and difficult to use. It is also believed that ticket offices provide a better quality of service and human interaction. This shows a lack of equality in service that in future will exclude many of the borough's residents, particular given that some areas of the borough have a higher-than-average number of older and vulnerable residents.

The closure of ticket offices results in a loss of service quality for all passengers, leading to increased confusion, longer lines, and more difficulties in obtaining the best-value fares.

Additional Concerns:

The consultation process itself has been criticised for being complex, lengthy, and potentially discouraging participation. The fragmented nature of the consultation and lack of straightforward response methods are noted concerns.

Some specific stations, like Twyford, have highlighted the limitations of ticket machines for complex journeys and emphasized the busy nature of the ticket office throughout the day.

Overall, objections to the ticket office closures revolve around concerns about accessibility, safety, expertise, and the quality of service provided to a diverse range of passengers. Many believe that ticket offices play a vital role in ensuring a smooth, safe, and user-friendly travel experience for all. For further information and our proposed response to the consultation, please see the following Appendices:

- Appendix 1 – Response to Consultation
- Appendix 2 – SWR Ticket Office Proposed Changes
- Appendix 3 – GWR Ticket Office Proposed Changes
- Appendix 4 – Summary of consultation and issues

FINANCIAL IMPLICATIONS OF THE RECOMMENDATION

The Council faces unprecedented financial pressures as a result of; the longer term impact of the COVID-19 crisis, Brexit, the war in Ukraine and the general economic climate of rising prices and the increasing cost of debt. It is therefore imperative that Council resources are optimised and are focused on the vulnerable and on its highest priorities.

	How much will it Cost/ (Save)	Is there sufficient funding – if not quantify the Shortfall	Revenue or Capital?
Current Financial Year (Year 1)	n/a	n/a	n/a
Next Financial Year (Year 2)	n/a	n/a	n/a
Following Financial Year (Year 3)	n/a	n/a	n/a

Other financial information relevant to the Recommendation/Decision
n/a

Cross-Council Implications (how does this decision impact on other Council services, including property and priorities?)
The council is trying to encourage sustainable travel including rail as part of its Climate Emergency Action Plan as well as ensuring that people are able to travel freely around the borough. The proposals appear to go against these objectives and so we are opposed to them.

Public Sector Equality Duty

This is a response to a consultation so our actions are not directly impacting on any groups, however, the proposals appear to be disadvantaging many groups within the borough and so Wokingham Borough Council is opposed to these.

SUMMARY OF CONSULTATION RESPONSES	
Director – Resources and Assets	
Monitoring Officer	
Leader of the Council	

For Highways use only	
<i>If your item is not about a highways matter you do not need to complete the Town and Parish Council information or the Local Ward Member information</i>	
Town and Parish Councils	
St Nicholas Hurst Parish Council	Fundamentally disagree with the proposals. With a demographic in Hurst which includes a large proportion of older people, councillors do not find machines to be an easier or more user-friendly alternative and urge ticket offices not to be closed.
Local Ward Members	
Lyndsay Ferris – Councillor Twyford	Simple journeys may be possible on ticket machines but more complicated journeys are far more difficult to organise without the support and assistance provided by ticket offices. Many people in Twyford rely on Ticket offices and would not like to see this service shut.
Marie-Louise Weighhill – Councillor, Norreys	Concern from the elderly on navigating online systems as well as for families who rely on the expertise of ticket offices to book day trips and leisure travel. Parents of children and young people in SEND education who are facing the withdrawal of supported travel by the council are not able to organise and secure cost-effective safe travel for their children on public transport.
Prue Bray – Councillor, Winnersh	For the low number of ticket sales for Winnersh and Winnersh Triangle, if the ticket office is not open for most of the day, most tickets will have to be bought online or at a machine. At stations with only one ticket machine such as Winnersh, a breakdown of the machine risks a passenger boarding without a ticket and facing a £100 fine through no fault of their own.

	Criticism of the consultation including complicated and difficult to find supporting documents, very short timeframe for consultation.
Rachel Burgess – Borough Councillor, Norreys Ward, and responding on behalf of Labour Group	Serious concerns over accessibility and discrimination concerns for disabled people or older/vulnerable people, unavailable products through ticket machines, reduction in safety and perception of safety while travelling, loss of quality service for all passengers and confusing and difficult to navigate ticket machines, particularly for older or vulnerable residents.
Sarah Kerr – Councillor, Evendons	Agree with the summary with additional concerns for: Older, lower income and the youth who prefer to use cash and require additional assistance and advice to getting the correct tickets. Security and perception of security specifically for women and girls in line with violence against women and girls (VAWG).

Reasons for considering the report in Part 2
n/a

List of Background Papers
Appendix 1 – Response to Consultation Appendix 2 – SWR Ticket Office Proposed Changes Appendix 3 – GWR Ticket Office Proposed Changes Appendix 4 – Summary of consultation and issues

Contact Robert Curtis	Service Customer and Localities
Telephone No Tel: 0118 974 6489	Email robert.curtis@wokingham.gov.uk

Dear Transport Focus,

I am writing on behalf of the Wokingham Borough Council who would like to express their strong opposition to the proposed ticket office closures at railway stations which impact key access routes to the borough in railway stations operated by both South Western Railway (SWR) and Great Western Railway (GWR). We would like to put forward our concerns for Crowthorne, Earley, Reading, Twyford, Wargrave, Winnersh, Winnersh Triangle and Wokingham stations impacting residents in the borough who use these regularly stations in particular though our objection to the plans extends beyond these geographical boundaries. We believe that these closures would have significant negative impacts on our residents and passengers using the rail services in the area.

For the listed stations, our primary concerns with the proposed changes are as follows:

Reduction in staffing hours: The proposed staffing hours from SWR and GWR are noticeably shorter than the current ticket office operating hours particularly for stations such as Earley, Winnersh, Winnersh Triangle and Reading. We find this particularly concerning as a key factor with the proposed changes is increased visibility of the staff in lieu of the ticket offices. However we are concerned this will not be achieved with the proposed staffing hours, even leaving some days completely unstaffed.

Accessibility and Support: Many individuals, including those with disabilities, the elderly, the young and those from lower-income backgrounds, heavily rely on the assistance and advice provided by station staff. Ticket machines and mobile apps do not cater to all passengers' needs and may be inaccessible or confusing for some individuals. For those who predominantly use cash, part cash, part card payments including the older, disabled, young people and those without access to bank accounts, removing ticket offices would be a major barrier to their travel leading to a less inclusive and accommodating railway service.

Unavailability of key services from ticket machines: Services unavailable at ticket machines including refunds, season ticket changes, ranger and rover tickets, ferry/bus connections, park and ride, group save, disabled persons discount, season tickets over one month in length, advance fares, rail card purchases, off-peak tickets before 9.30am, changes to ticket classes, seat reservations, cycle reservations, photocards for season tickets, scholar tickets, sleeper bookings and car parking are key concerns for our travellers. While simpler journeys such as a return ticket from Twyford to Reading may be available through a ticket machine, more complex journeys are likely more difficult to arrange especially for the vulnerable, disabled and elderly. If ticket machines were to breakdown, it is also a concern for stations particularly at those stations with only one machine, such as Winnersh.

Reliance on Smart Media: While we recognise the importance of modernising the railway, we are concerned that the overreliance on smart media for ticketing may exclude individuals who do not have access to such technologies or prefer more traditional methods of purchasing tickets. This is a particular concern for areas of Wokingham where there is a large proportion of older people who might struggle with navigating smart media to purchase and amend their rail tickets.

Complication of proposals: The SWR Proposals have categorised Earley, Winnersh and Winnersh Triangle as category 3 stations with only Wokingham as a Category 2 station. From the case studies, it is noted that for ticket types that cannot be purchased at these stations, the customer would need to make their way to a category 1 station at a cost of extra time and diversion required for the passenger. This is particularly concerning as those that would be affected by this will likely be those that struggle already with navigating digital devices and may also have accessibility issues. Having to

divert them and make changes to their journey is a major concern. This information was also difficult to find and is a criticism of the consultation at present.

Passenger Safety and Security: Staffed ticket offices play a crucial role in ensuring passenger safety and security at stations. By removing the physical presence of staff from ticket offices, there may be a higher risk of incidents, anti-social behaviour, and a lack of immediate assistance during emergencies. Unstaffed train stations increases vulnerability for individuals, particularly for women and is a crucial step backwards against violence against women and girls (VAWG).

Impact on Staff: The closure of ticket offices may lead to job losses and pay cuts for station staff. We are concerned about the welfare of these employees and the consequences that their job security could have on their livelihoods and well-being.

Lack of Regulatory Oversight: If ticket offices are closed, there would no longer be any statutory regulation of staffing provision at stations. This could lead to further reductions in staffing levels, impacting passenger services and support.

Opposition from Disability Organisations: Numerous disability organisations have expressed their opposition to the ticket office closures. We value their input and are committed to ensuring that the railway service remains accessible and inclusive for all passengers.

Limited Consultation Period: The initial three-week consultation period was inadequate, and many stakeholders did not have sufficient time to prepare their responses. Extending the consultation period does not address the fundamental issue of inadequate time for meaningful input particularly given that the extension period is throughout August.

We urge the railway operators to reconsider their proposals and engage in more comprehensive consultations with all relevant stakeholders, including local authorities, disability groups, and passenger representatives. It is essential to find a balance between modernisation and maintaining the highest standards of accessibility and support for all passengers.

Wokingham Borough Council is committed to advocating for the best interests of our residents and ensuring that the railway service in our area remains reliable, inclusive, and safe for all. We request that our concerns are taken into account before any final decisions are made.

Thank you for considering our response, and we look forward to further discussions on this critical matter.

Wokingham Borough Council

Summary of Ticket Office Closures Consultation

Contents

Introduction	2
South Western Railway	2
How they're doing it (SWR)	2
Wokingham Borough Impacts (SWR).....	3
Case Studies (SWR)	4
Great Western Railway (GWR).....	8
Changes to stations operated by GWR	8
Reasoning for the changes.....	10
Concerns about moving from ticket offices.....	11
Concerns regarding Ticket Machine	11
Concerns regarding Mobile Ticketing/ Apps.....	11
Other Thoughts.....	12
Resources and Links	12
Transport Focus Contact	12
SWR Consultation Contact	12
GWR Consultation Contact	12

Introduction

Train Operators have proposed changes to a majority of rail station ticket offices in England as part of their plans to “modernise” the railway. This is proposing to close almost all ticket offices at railway stations (except for the busiest stations) over three years. Staff would be upskilled to support customers across the stations rather than just at ticket offices.

Transport Focus are operating the consultation and the relevant webpage is [here](#).

Each operator has put together proposals for the individual stations that they operate. The railway operators that operate within Wokingham are South Western Railway (SWR) and Great Western Railway (GWR). Their webpages to set out their plans are as follows:

- [South Western Railway](#)
- [Great Western Railway](#)

The consultation was due to last three weeks and finish on Wednesday 26th July. However, on 26th July it was announced that these consultations have been extended to Friday 1st September 2023.

South Western Railway

How they’re doing it (SWR)

[South Western Railway Consultation page](#)

Based on footfall on the stations, Stations were categorised from 1 (High Volume) to 4 (Low Volume). Based on the categories, SWR have set out how they intend to treat each station:

- **Category 1 e.g., Basingstoke**
 - At least three Colleagues stationed to help support ticket purchase (on electronic device or TVM), journey planning, boarding the train, accessibility requirements, understanding cheapest fares.
 - Unstaffed hours, customers will need to purchase using ticket machines or buy online.
- **Category 2 e.g., Wokingham**
 - Multiple colleagues available to support ticket purchase, journey planning, boarding the train, accessibility requirements, understanding cheapest fares. Minimum of one colleague available between 6am – 11:30 pm
 - 6am to 11 am and 4pm – 8pm, minimum of four station team colleagues to support customers.
 - Unstaffed hours, customers will need to purchase using ticket machines or buy online.
- **Category 3 e.g., Winnersh, Winnersh Triangle, Earley**
 - One colleague at set times, most tickets are already purchased through digital channels.
 - Investments in video-calling capabilities on ticket vending machines
 - A trained staff will be stationed to help support ticket purchase, journey planning, boarding the train, accessibility requirements, understanding cheapest fares.
 - Unstaffed hours, customers will need to purchase using ticket machines or buy online.
- **Category 4 e.g., Smallbrook Station**
 - If already unstaffed, customers are able to purchase online or vending machine

Wokingham Borough Impacts (SWR)

The below sets out the category assigned to each SWR station in Wokingham Borough and both their current ticket officer opening hours and the proposed station staffing hours.

The current proposals indicate that aside from Wokingham, the rest of the stations operated by SWR in the Wokingham borough will be experiencing a loss in weekly staffing hours with Winnersh Triangle a reduction of 30 to 20 hours, Winnersh 33 to 20 hours and Earley 50 to 20 hours. A total of 10, 13 and 30 respectively. It should be noted that stations may already be staffed outside of the current ticket office opening hours, making it difficult to ascertain whether there is any net change in staffing hours or numbers. This information can be found on the SWR webpage for each station and under "Accessibility and mobility access" drop down and "Accessible station facilities" heading. Furthermore,

Earley – Category 3

Transport Focus will be running the consultation for this station

	Current ticket office opening hours	Proposed station staffing hours
Monday	6:05am - 1:25pm	Unstaffed
Tuesday	6:05am - 1:25pm	6:00am - 10:00am
Wednesday	6:05am - 1:25pm	6:00am - 10:00am
Thursday	6:05am - 1:25pm	6:00am - 10:00am
Friday	6:05am - 1:25pm	6:00am - 10:00am
Saturday	8:00am - 4:00pm	9:00am - 1:00pm
Sunday	10:00am - 4.00pm	Unstaffed

Winnersh – Category 3

Transport Focus will be running the consultation for this station

	Current ticket office opening hours	Proposed station staffing hours
Monday	6:00am - 11:30am	Unstaffed
Tuesday	6:00am - 11:30am	6:00am - 10:00am
Wednesday	6:00am - 11:30am	6:00am - 10:00am
Thursday	6:00am - 11:30am	6:00am - 10:00am
Friday	6:00am - 11:30am	6:00am - 10:00am
Saturday	7:00am - 12:30pm	9:00am - 1:00pm
Sunday	Unstaffed	Unstaffed

Winnersh Triangle – Category 3

Transport Focus will be running the consultation for this station

	Current ticket office opening hours	Proposed station staffing hours
Monday	6:00am - 11:00am	6:00am -10:00am
Tuesday	6:00am - 11:00am	6:00am -10:00am
Wednesday	6:00am - 11:00am	6:00am -10:00am
Thursday	6:00am - 11:00am	6:00am -10:00am
Friday	6:00am - 11:00am	Unstaffed
Saturday	8:00am - 1:00pm	Unstaffed
Sunday	Unstaffed	9:00am - 1:00pm

Wokingham – Category 2

Transport Focus will be running the consultation for this station

	Current ticket office opening hours	Proposed station staffing hours
Monday	5:45am - 8:35pm	6:00am - 11:30pm
Tuesday	5:45am - 8:35pm	6:00am - 11:30pm
Wednesday	5:45am - 8:35pm	6:00am - 11:30pm
Thursday	5:45am - 8:35pm	6:00am - 11:30pm
Friday	5:45am - 8:35pm	6:00am - 11:30pm
Saturday	6:10am - 8:25pm	6:00am - 11:30pm
Sunday	8:00am - 6:30pm	8:00am - 8:00pm

Case Studies (SWR)

This section sets out the case studies as an example for each category of station and how the operation of these stations will change as can be found in the [Station Change Proposal PDF on this webpage](#).

A case study of Basingstoke station (Category 1 Station)

A Southwestern Railway customer travelling from Basingstoke station would be greeted by at least three colleagues who would have the training and skills to support customers with:

- Purchasing tickets online using an electronic device and ticket vending machines
- Planning their journey
- Understanding the cheapest fares available for the journey in question
- Boarding and alighting from the train
- Any additional accessibility requirements

These Southwestern Railway colleagues would be on the station concourse interacting with customers and on the platform and would also be able to sell customers the small number of ticket types currently unavailable at TVMs or online.

Basingstoke – Category 1

Transport Focus will be running the consultation for this station

	Current ticket office opening hours	Proposed station staffing hours
Monday	6:00am - 9:30pm	Midnight - 11:59pm
Tuesday	6:00am - 9:30pm	Midnight - 11:59pm
Wednesday	6:00am - 9:30pm	Midnight - 11:59pm
Thursday	6:00am - 9:30pm	Midnight - 11:59pm
Friday	6:00am - 9:30pm	Midnight - 11:59pm
Saturday	6:00am - 9:30pm	Midnight - 11:59pm
Sunday	7:00am - 9:30pm	Midnight - 11:59pm

A case study of Wokingham station (Category 2 Station)

Every day of the week between 6am and 11.30pm, a customer arriving at Wokingham station would be greeted by at least one station team colleague who would be able to support customers with their journeys, including ticket purchasing.

Through busier hours (6am to 11am and 4pm to 8pm), there would be a minimum of four station team colleagues available to support customers.

During unstaffed hours, a customer arriving at Wokingham station without a ticket would make their ticket purchase using the ticket vending machine.

For ticket types that cannot be purchased at Wokingham station, the customer would need to buy the ticket online or at one of South Western Railway's category 1 stations. Ahead of implementation, there will be a way for customers to buy a ticket that allows them to get to a category 1 station to purchase the ticket they require for their journey without being out of pocket. South Western Railway will work with passenger groups to develop the specifics of this proposal.

Wokingham – Category 2

Transport Focus will be running the consultation for this station

	Current ticket office opening hours	Proposed station staffing hours
Monday	5:45am - 8:35pm	6:00am - 11:30pm
Tuesday	5:45am - 8:35pm	6:00am - 11:30pm
Wednesday	5:45am - 8:35pm	6:00am - 11:30pm
Thursday	5:45am - 8:35pm	6:00am - 11:30pm
Friday	5:45am - 8:35pm	6:00am - 11:30pm
Saturday	6:10am - 8:25pm	6:00am - 11:30pm
Sunday	8:00am - 6:30pm	8:00am - 8:00pm

A case study of Hedge End station (Category 3)

During staffed hours, a customer travelling from Hedge End would be greeted by a multi-skilled colleague who would be able to help them with their journey, including by:

- Helping to purchase tickets online using an electronic device or ticket vending machine
- Helping plan their journey
- Advising of the cheapest fares available for the journey in question
- Helping with boarding and alighting from the train
- Supporting those with additional accessibility requirements

During unstaffed hours, a customer at Hedge End would use the ticket vending machine to purchase a ticket. If the customer was struggling to buy a ticket using the ticket vending machine, they could use the video call facilities on the ticket vending machine. Through the video call facilities, the customer would be supported by a South Western Railway colleague working from our video contact centre.

For ticket types that cannot be purchased at Hedge End station, the customer would need to buy the ticket online or at one of South Western Railway's category 1 stations. Ahead of implementation, there will be a way for customers to buy a ticket that allows them to get to a category 1 station to purchase the ticket they require for their journey without being out of pocket.

Hedge End – Category 3

Transport Focus will be running the consultation for this station

	Current ticket office opening hours	Proposed station staffing hours
Monday	6:15am - 12:30pm	Unstaffed
Tuesday	6:15am - 12:30pm	6:00am - 10:00am
Wednesday	6:15am - 12:30pm	6:00am - 10:00am
Thursday	6:15am - 12:30pm	6:00am - 10:00am
Friday	6:15am - 12:30pm	6:00am - 10:00am
Saturday	8:00am - Midday	9:00am - 1:00pm
Sunday	Unstaffed	Unstaffed

A case study of Smallbrook station (Category 4)

- As is already the case, a customer travelling from Smallbrook station would purchase tickets online or at a ticket vending machine.
- For ticket types that cannot be purchased at Smallbrook station, the customer would need to buy the ticket online or at one of South Western Railway's category 1 stations.
- Ahead of implementation there will be a way for customers to buy a ticket that allows them to get to a category 1 station to purchase the ticket they require for their journey without being out of pocket. South Western Railway will develop the specifics of what this will look like by working with passenger groups.
- Smallbrook is a category 4 and is currently unstaffed and will remain so in the future, so is not subject to consultation

Great Western Railway (GWR)

Changes to stations operated by GWR

Key Links:

[GWR Consultation page](#)

[Changes to Ticket Retailing at GWR STATIONS full list](#)

GWR have set out information for each station as downloadable PDFs either by station or as a whole. Interestingly GWR set out the proportion of tickets sold and collected at each location alongside their proposals.

It should be noted that stations may be staffed outside of the current ticket office opening hours. This information can be found on the GWR webpage for each station and under "Staffing and General Services" drop down.

Twyford:

Twyford

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:15 - 15:00	Sunday:	08:15 - 15:00
Mon-Fri:	06:00 - 19:00	Mon-Fri:	06:00 - 19:00
Saturday:	06:45 - 15:30	Saturday:	06:45 - 15:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	98,202	25.2%
Bookings collected at Ticket Office:	3,911	-
Ticket sold at the TVM(s):	118,035	30.3%
Bookings collected at the TVM(s):	41,997	-
Journeys from this station booked online:	173,786	44.6%
Cash payments received:	11,350	11.6% of total transactions
Warrant / voucher payments:	163	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	6,973	Online	Telesales	-
Rovers/Rangers	4	Online	On-Train	Telesales
Excess Fares*	51	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	1	On-Train	-	-
Railcards sold	583	GWR App	Online	-
Refunds processed:	157	Call Centre	-	-

Crowthorne:

Although Crowthorne Station is not within Wokingham Borough it is a key railway station where many residents of Wokingham are likely to travel to/from.

Crowthorne

Current Ticket Office times		Proposed Staffing Times	
Sunday:	--:-- - --:--	Sunday:	--:-- - --:--
Mon-Fri:	06:45 - 10:30	Mon-Fri:	06:45 - 10:30
Saturday:	--:-- - --:--	Saturday:	--:-- - --:--

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	263	1.4%
Bookings collected at Ticket Office:	32	-
Ticket sold at the TVM(s):	19,215	98.6%
Bookings collected at the TVM(s):	6,343	-
Journeys from this station booked online:	-	-
Cash payments received:	15	5.7% of total transactions
Warrant / voucher payments:	0	-

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	3	Online	Telesales	-
Rovers/Rangers	0	Online	On-Train	Telesales
Excess Fares*	0	Online	On-Train	-
Car Parking	1	App	-	-
Disabled discounts (D34/D50)	0	On-Train	-	-
Railcards sold	0	GWR App	Online	-
Refunds processed:	3	Call Centre	-	-

Wargrave:

There is currently no operating Ticket office, and will remain so in the future, so is not subject to this consultation.

Reading:

Although Reading Station is not within Wokingham Borough it is a key railway station in the vicinity where residents of Wokingham are likely to change trains and as such changes here will impact our residents.

Reading

Current Ticket Office times		Proposed Staffing Times	
Sunday:	07:15 - 22:00	Sunday:	07:30 - 20:00
Mon-Fri:	06:15 - 22:00	Mon-Fri:	06:30 - 19:30
Saturday:	06:15 - 22:00	Saturday:	06:30 - 19:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	645,910	24.4%
Bookings collected at Ticket Office:	78,609	-
Ticket sold at the TVM(s):	787,638	29.8%
Bookings collected at the TVM(s):	411,772	-
Journeys from this station booked online:	1,213,679	45.8%
Cash payments received:	120,418	18.6% of total transactions
Warrant / voucher payments:	2,435	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	32,017	Online	Telesales	-
Rovers/Rangers	28	Online	On-Train	Telesales
Excess Fares*	7,505	Online	On-Train	-
Car Parking	3	App	-	-
Disabled discounts (D34/D50)	25	On-Train	-	-
Railcards sold	7,981	GWR App	Online	-
Refunds processed:	2,676	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	12
Number of TVMs:	11
TVM payments accepted:	Cash & Card

Reasoning for the changes

- Promise that there will be more staff on the platforms overseeing day to day
- Modernise the railway
- Seventy-five per cent of SWR passenger journeys are already made using smart media - contactless, Oyster, Tap2Go, SWR Touch Smartcards, eTickets
- The vast majority of ticket types are already available via smart media, online or at ticket vending machines
- Of the 12% of tickets bought at ticket offices nationwide last year, an estimated 99% could have been bought using a ticket vending machine or online
- Save Costs

Concerns about moving from ticket offices

The following section sets out some general concerns surrounding moving from ticket offices over to ticket machines or buying online.

Concerns regarding Ticket Machine

- Services unavailable at ticket machines including refunds, season ticket changes, ranger and rover tickets, ferry/bus connections, park and ride, group save, disabled persons discount, season tickets over one month in length, advance fares, rail card purchases, off-peak tickets before 9.30am, changes to ticket classes, seat reservations, cycle reservations, photocards for season tickets, scholar tickets, sleeper bookings and car parking.
- Inaccessible for those that predominantly use cash, part cash, part card payment - impacts lower incomes and older and disabled people are more likely to use cash.
- Machines don't automatically offer cheapest tickets or explain restrictions on certain fares
- Reduction in facilities and support for passengers with disabilities/accessibility or other equalities related needs
- Overwhelming opposition to ticket office closures from disabled people's organisations, including Disability Rights UK, National Federation of the Blind UK, Transport for All, RNIB, RNID, Guide Dogs, Scope, Thomas Pocklington Trust, Winvisible, Greater Manchester Coalition of Disabled People and the MS Society.
- Safety at station for passengers
- Staffed ticket offices have an important role in supporting passenger safety and security.
- Ticket offices provide a place of safety for both staff and passengers. Requiring staff to undertake transactions out on the platform puts both passengers and themselves in a more vulnerable position.
- Lack of emergency support for incidents, anti-social behaviour, deterrent, safety & security
- Safety concerns and feeling vulnerable without station staff
- No longer be any statutory regulation of staffing provision at stations and the passenger watchdogs would have no formal role in monitoring this. Undoubtedly this will lead to reduced staffing provision at stations.
- Loss of human contact and two-way questions to help get the correct ticket
- Concern around pay cuts and job losses for station staff

Concerns regarding Mobile Ticketing/ Apps

- Accessibility Issues i.e. Dyslexia
- Old/ Young with no access to apps
- No access to apps for those without bank accounts
- General complication to use apps instead of having someone explain clearly what tickets are needed
- Loss of human contact and two-way questions to help get the correct ticket
- Concern around pay cuts and job losses for station staff
- General reluctance to change

Other Thoughts

- Down to 12% report – cited numerous times in news sources but the actual report to present this is nowhere to be found. The most credible cite was from the Rail Travel Group but latest reports do not mention this.
- Consultation is an Email instead of a form may be confusing and inaccessible to the people the ticket offices will impact the most – again another barrier to the proposed changes
- Major opposition group with the RMT - [SAVE OUR TICKET OFFICES - rmt](#)
The South western Protest group: [Save your South Western Railway ticket offices | New Mode](#)
- Initially a three-week public consultation was proposed with little notice of this major change. This would not have enable many organisations to compile a response. Due to backlash this has since been extended until 1st September 2023.

Resources and Links

Transport Focus Contact

Email: TicketOffice.SWR@transportfocus.org.uk

Freepost: RTEH-XAGE-BYKZ, Transport Focus, PO Box 5594, Southend on Sea, SS1 9PZ

For more information about how to have your say see www.transportfocus.org.uk

SWR Consultation Contact

Email: SWR.Consultation@Londontravelwatch.org.uk

Freepost: RTEH-XAGE-BYKZ, London TravelWatch, PO Box 5594, Southend-on-Sea, SS1 9PZ

For more information about how to have your say see londontravelwatch.org.uk

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For more information about how to have your say

see <https://www.transportfocus.org.uk/ticketoffices>

GWR Consultation Page: [Have your say | Consultation on changes to ticket offices | Great Western Railway \(gwr.com\)](#)

Email: Ben.Davis@wokingham.gov.uk
 Date: 28 July 2023
 My ref: Local Green Space nominations
 Your ref: -
 File ref: LGS letter to landowners



**WOKINGHAM
BOROUGH COUNCIL**

Via email only
townclerk@woodley.gov.uk

cc matthew.filmore@woodley.gov.uk

Dear Clerk,

SUBJECT: LOCAL GREEN SPACE NOMINATIONS

I am writing to you as a landowner of an area that has been nominated to the council as suitable for designation as Local Green Space. A map showing the nominated land (ref LGS109) is attached in Appendix 1.

Land registry data shows that you own all or part of the nominated land. However, it would be helpful if you could confirm that this is still the case.

For information, we previously identified and wrote to the landowners in May 2021. Comments have been recorded and taken into account in our assessment process, and therefore it is not necessary for you to resubmit those comments.

However, should you wish to make any further comments to assist in our assessment process, further details on how you can do this are set out in the 'What are the next steps' section of this letter below.

What is a Local Green Space?

The designation of Local Green Space is a way for a community to identify green areas that are of particular importance to them and protect them from inappropriate development.

Those areas considered suitable will be proposed for designation in the council's new local plan – the document which sets out how development will be managed. The government's planning policies set out in the National Planning Policy Framework (NPPF) requires Local Green Spaces to be considered similarly to the Green Belt.

This means that development would only be allowed for defined uses and other forms of development would be deemed inappropriate and would not be approved except in very special circumstances.

What does nomination mean?

Nomination means that the green areas have been identified by the parish/town council, or another group or person as being of particular importance to the local community and as such they wish the council to consider designating the land as a Local Green Space.

What are the rules governing Local Green Space?

Local Green Space designations is intended to be used to protect areas of particular importance and will not therefore be appropriate in all cases. The NPPF states that Local Green Space designations should only be used:

- where the green space is in reasonably close proximity to the community it serves;
- where the green area is demonstrably special to a local community and holds a particular local significance, for example because of its beauty, historic significance, recreational value (including as a playing field), tranquillity or richness of its wildlife; and
- where the green area concerned is local in character and is not an extensive tract of land.

Land does not need to be in public ownership or have public access to be potentially suitable. Designation does not convey any access rights.

Additional advice is set out in the national Planning Practice Guide (PPG) "Open space, sports and recreation facilities, public rights of way and local green space". Links to the NPPF and PPG are provided below for your convenience.

NPPF <https://www.gov.uk/guidance/national-planning-policy-framework>

PPG <https://www.gov.uk/guidance/open-space-sports-and-recreation-facilities-public-rights-of-way-and-local-green-space>

What are the next steps?

We would be grateful to receive any further comments you wish to make on the suitability of the land by Friday 25 August 2023.

Please email your comments to LPU@wokingham.gov.uk or send them to us by post to the following address:

The Growth and Delivery Team
Wokingham Borough Council
Shute End
Wokingham,
Berkshire
RG40 1BN

Following the opportunity to comment, we will carefully consider the suitability of the land.

A future recommendation will be made as part of approving the next consultation on the local plan, likely to be towards the end of the year. Our assessment will be published at this time as part of the consultation.

Please do get in touch if you have any questions.

Yours sincerely,

Ian Bellinger

Ian Bellinger
Head of Planning Policy
Place and Growth

Appendix 1: Map of nominated green area

Malone Park, Woodley



Email: Ben.Davis@wokingham.gov.uk
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BOROUGH COUNCIL**

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Please do get in touch if you have any questions.

Yours sincerely,
Ian Bellinger

Ian Bellinger
Head of Planning Policy
Place and Growth

Appendix 1: Map of nominated green area

Woodford Park and Memorial Recreation Ground, Woodley





ENFORCEMENT NOTIFICATIONS - 29 AUGUST 2023

7 Mannock Way, Woodley, Wokingham, RG5 4XW

Fence not erected in accordance with approved plans

79 Bruce Road, Woodley, Wokingham, RG5 3DY

U/a buildings in rear garden without PP

ENFORCEMENT CLOSURES - 29 AUGUST 2023

48 Woodwaye, Woodley, Wokingham, RG5 3HB

A 6ft high fence is being erected in the front garden
Notice served

6 Cody Close, Woodley, Wokingham, RG5 4XN

Enlarged their gardens by moving their boundaries into park
No breach

108 Reading Road, Woodley, Wokingham, RG5 3AD

Buildilng work taking place without PP
No breach

1 School Drive, Woodley, Wokingham, RG5 3PZ

Building work (dormers) not in accordance with approved plans
Application submitted

162 Crockhamwell Road, Woodley, Wokingham, RG5 3JH

Rear of shop shutters have been erected 6 metres by 5 metres
No breach

29 Redwood Avenue, Woodley, Wokingham, RG5 4DS

Old building material on front drive – potential asbestos
No breach

Springfield, Fosters Lane, Woodley, Wokingham, RG5 4HH

Historical Notice served 02.04.1979
Historic Record