



NORTHERN

*Go do your thing*

To: Doug Paulley

Freedom of Information  
Northern Trains Ltd  
George Stephenson House  
Toft Green  
York  
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FOI@northernrailway.co.uk

16<sup>th</sup> April 2025

Dear Doug

**Freedom of Information Request ref FOI900**

We write in connection with your request for information which was received on 24/03/25:

*“Your training records showing the ramp training for your gateline and ticket office staff at your stations including at Harrogate - that is both the generic training regime showing the inclusion of such, and the specific training records (with names and other identifying details redacted) of the staff on duty at Harrogate this evening (23/03/25)”.*

Under Section 1 of the Freedom of Information Act we can confirm that we hold some information within scope of your request.

We have attached separately an extract from the staff training record and an example of a completion sheet showing the inclusion of ramp training for station staff.

The station supervisor on duty on 23/03/25 was a safety-critical staff member and completed ramp training as part of their biannual safety critical rule training on 23/01/25. On the evening of 23/03/25 at the time of the assist, there were no ticket office staff on duty.

Ramp training is provided to conductors, dispatchers and ticket office staff that provide platform duties. It is not provided as part of gateline training, as gateline staff are not responsible for ramp deployment as part of their normal role.

Yours sincerely

**Freedom of Information  
Northern Trains**

[www.northernrailway.co.uk](http://www.northernrailway.co.uk)

NORTHERN TRAINS LIMITED  
GEORGE STEPHENSON HOUSE, TOFT GREEN, YORK, YO1 6JT  
Company No. 03076444

## Appeal Rights

If you wish to request a review of our decision, you can contact us at [FOI@northernrail.co.uk](mailto:FOI@northernrail.co.uk)

You should specify why you do not agree with our response and what factors you would like to be considered as part of the review. This should include any public interest arguments for disclosure. Your request must be submitted within 40 working days of receipt of this letter.

Northern reserves the right in certain circumstances to refuse a review request; for example, if the reasons given for the review are considered to be vexatious or lack any serious purpose, or if there has been insufficient justification for requesting a review. Northern may also refuse a review request if the information requested is not held, is out of scope of the FOI act or if there is no reasonable prospect of a change to the original decision.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at [www.ico.org.uk](http://www.ico.org.uk)

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